

Managing A Mobile Workforce—Best Practices

(NAPSA)—With every passing year, technology continues to expand and transform the way we communicate and operate, especially in the workplace. Today's workers need all the capabilities of applications to go with them wherever they are and mobile devices enable them to do that.

By leveraging fleet management software, businesses of any size can improve the productivity of their fleets and mobile workforces by getting vital information from near real-time and historical vehicle and driver data. These solutions can improve the experience of a mobile workforce—for both the employee and manager.

When it comes to managing this type of workforce, there are a few things one can keep in mind to maximize the efficiency of your business:

1. **Track** specific jobs, update schedules or send work order changes in near real time. With fleet management technology, you can alert mobile employees in the field of any changes with SMS, e-mail or push notifications. Give your workforce an app that provides them with the vital info they need to be productive and efficient.

2. **Motivate** your drivers by using technology that gives them feedback on their achievements. Offering rewards for their accomplishments as recognition of a driver's performance can also go a long way to making them feel valued.

3. **Help** reduce the amount of paperwork needed to run your business by digitally recording invoices or customer



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signatures. Field service management tools like Fleetmatics WORK[™] keep all your invoices and payments in one convenient place. It also allows for a speedier invoice process by sending invoices as soon as the job is completed and reducing the wait time for signatures and paper copies.

4. **Locate** your drivers more quickly through technology in case of an emergency as well as have more efficient scheduling. You can also save time by seeing when a fieldworker acknowledges and accepts a new job.

5. **Monitor** speeding, late starts, vehicle idling and severe driving behavior, to help ensure any issues get fixed immediately—which can help save your driver and business from any legal ramifications.

You can find out more about mobile workforce solutions applications for your business from Fleetmatics at www.fleetmatics.com/work.