

USE CASE

Automated Workflow Management in Offices



AT A GLANCE

- 2D/3D building maps
- task status and overview
- indoor navigation to work location
- automatic creation and assignment of tasks based on skill set, location and availability



PROBLEM DEFINITION

For companies, the maintenance and repair of equipment and washrooms has a significant influence on operating processes and represents a productivity factor that should not be underestimated. For an optimal workflow, for example, it is often essential to get documents to the right location at the right time. If printer malfunctions are not resolved in a timely manner, this can have an impact on both workforce productivity and operating costs.

SOLUTION

Real-time data combined with location-based workflow management can be used to streamline work processes and improve operational efficiency. Maintenance or cleaning personnel can easily identify and undertake tasks that are close to their current positions. The solution ensures that work orders are assigned to the right person based on location, skills and availability, ensuring faster, more accurate task creation and completion.

If, for example, a malfunction occurs on a device, a repair order is automatically sent to a nearby available employee with the appropria-

te qualifications. This employee receives a location-based push notification showing the task details, can navigate to the work location and confirm the completion of the task in the app. Malfunctions can either be reported by an employee via app or automatically detected using suitable sensor technology (e.g. optical infrared sensor that measures the fill level of a soap dispenser).

TECHNICAL IMPLEMENTATION

insoft Locator Nodes are evenly spaced throughout the building. An app installed on the employees' smartphones receives and interprets the Bluetooth signals of the Locator Nodes and uses them to calculate the current position of the device, which can be used for turn-by-turn navigation to assigned tasks. Once a task has been completed, this information can be stored in the app via a button. Transferring the employee location to the insoft LocAware platform® enables the location-based assignment of tasks.

Through an interface to the insoft Automation Engine, tasks in Workflow Management can be defined automatically, for example when a certain value/status is reported via app or registered using appropriate sensor technology. In the latter case, the data is transferred from the sensor device to the Locator Node and from there to the LocAware platform®. Tasks can be auto-assigned to employees based on their current location, real-time information about their availability, and the location of the task.

Individually customizable reports allow a quick assessment of work history and performance. Historical data can be retrieved, evaluated and compared with real-time data at any time.

Imprint

© **insoft GmbH 2018**. This content is protected by copyright. All rights to content and design are with insoft GmbH. You may not copy, republish, modify or transfer this work without prior written and agreed consent of insoft. Our content is regularly edited and carefully checked. However, we do not accept any liability with respect to the correctness, completeness and current status of the information offered here. All mandatory legal details can be found under: www.insoft.com/company/contact



insoft GmbH
Ingolstädter Str. 13
85098 Großmehring
Germany

Contact
Phone +49 8407 939 680 0
Fax +49 8407 939 680 12
contact@insoft.com
www.insoft.com