

MOBILITY MANAGEMENT



Mobility Workforce Management






HOW CAN TELEFÓNICA TECH HELP?

More efficient productivity and planning for field work teams.

The **Mobility Workforce Management** solution turns your employees' mobile devices into powerful productivity tools. This service offers you **real-time location** of field personnel, as well as features to **improve the efficiency and productivity** of your team, **better plan the activities** of your organization and **ensure the safety** of your employees.

It allows your employees to optimize their daily tasks such as: managing their customer portfolio, managing work orders and purchase orders, recording their working hours, organizing itineraries and filling in forms, increasing their security with an event button to manage priority situations.

At the same time, it offers **administrators advanced tools** to visualize the location of users at all times, automate manual processes, reduce operating costs, improve internal communication, optimize internal processes that directly impact end-customer satisfaction, digitalize check-in routines and human resources, and provide additional security for employees.

WHO IS THIS SERVICE FOR?

Companies providing technical **services, utilities companies, security, logistics and distribution, cleaning and health**, among other sectors, use it to optimize the management of their operations, logistics, services, and sales.

OUR VALUE PROPOSITION

Our service

Mobility Workforce Management allows you to **interact directly with your workers through an app**, enabling a series of use cases that optimize key processes and solve needs that would otherwise go unanswered.

This service provides you with fully digital mechanisms to **efficiently manage your staff**. You will be able to distribute and assign tasks, manage customers and visits, collect evidence of the work carried out, among many other functionalities.

It is an essential tool to **ensure optimal work management and maximize the productivity of your team**.

What does it allow you to do?

It offers a wide range of features to optimize the operation and communication of your team:

› Location:

- Tracking of the position using the device's GPS.
- Recording and reconstruction of routes even without cellular signal/coverage.
- Assignment of customer portfolios and activities based on proximity.
- Creation of Geozones and Points of Interest with entry and exit alerts.
- Geofence or perimeter configuration with automatic email notifications.

› Mapping:

- Interactive and navigable geo-referenced map with routes, highways, streets, and numbers.
- Constantly updated in the event of changes to the road network, blocks, and points of interest.
- Zoom and scroll functionality in all directions for a more intuitive experience.

› Productivity:

- Detailed activity reports after customer visits.
- Customized digital form configuration.
- Historical reports: routes, distances, and number of stops.
- Automatic report configuration with email delivery.
- Digital customer signature to streamline processes.
- Efficient management of employee hours, including accurate overtime billing.

› Communication:

- Individual and group chat in a secure environment limited to the workplace.
- News section and internal company communications.
- Hierarchy of groups and users, with profiles configured according to the organizational structure.

› Attendance and work-life balance:

- Configurable digital record of start and end of working day.
- Configurable events and alerts button: Geozones, location on/off, low battery.
- Automatic email notifications for critical events that require priority attention.
- Visibility over the availability of collaborators, promoting work-life balance.

Benefits

Digitalization and efficiency: Digitalize key processes, generating efficiencies and savings. It allows you to better understand the activity of your collaborators, assign tasks based on their location and optimize signing-in routines and human resources.

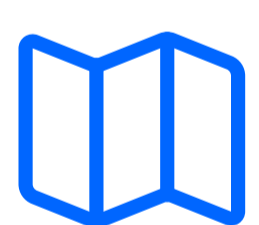
Improved communication: Optimize communication flows between employees, the company and work teams, strengthening internal relationships and collaboration.

Quality of customer service: Increase the quality of the service you offer your customers by improving task allocation and digitalizing processes, generating a more efficient and satisfactory experience.

Security and well-being: Improve the security of your employees by using the event button, providing a quick mechanism for managing critical situations. It also facilitates the reconciliation of professional and personal life by notifying the company of employees' availability.

Automation and speed: Implement more agile working models thanks to the automation of tasks that were previously performed manually, such as filling in forms after visiting a client or using multiple devices to collect signatures and record deliveries.

Telefónica Tech's differential value



It is a mature proposal, **backed by hundreds of thousands of licenses deployed worldwide** and success stories in companies of all sizes and sectors.



This solution is constantly evolving, ensuring its simple **integration with the systems of your organization** and providing you with a completely personalized experience, from the moment of commercialization to after-sales support.



Managed service: You can delegate the management of the service to our experts, who will be in charge of its complete operation. This way, you can focus on what really matters: your business.

BUSINESS MODEL

The first step is to find out what you need and understand your working model. Based on this information, we parameterise the solution to adapt it completely to your business and activate the rollout.

Once configured, each user who registers in the system and installs the app will be able to start taking advantage of all its features. You will also have manager profiles, designed to offer you an overview of the tool and guarantee centralised control.

EQUIPMENT, TEAMS AND ACHIEVEMENTS

Our teams

- › **+120** thousand licenses deployed worldwide.
- › **+7** countries.
- › **+4.000** cutomers.

Achievements

- › **Industrialized and replicable** service in different geographical areas.
- › Available for any type of device, and also web access.
- › Customized integrations.

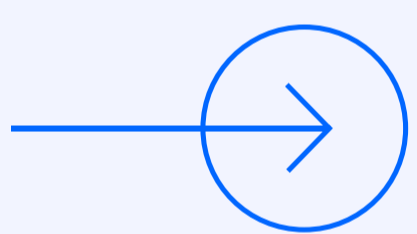
RELATED PARTNERS



RELATED SERVICES

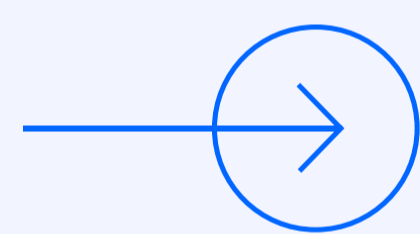
Unified Endpoint Management

We help you maximize enterprise mobility by providing full control and security over your devices and applications.



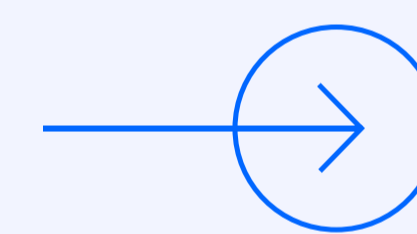
Productivity

We offer Microsoft 365 and Google Workspace as leading productivity solutions for your employees, along with a selection of the best applications tailored to your specific business activities. We ensure the security of these services, protecting your sensitive information and preventing any unwanted exposure.



AI & Data Consulting

We design a master transformation plan centered around data, guided by your business priorities. Based on these priorities, we build a technological ecosystem of IoT and Artificial Intelligence, enabling your company to leverage the potential of these new technologies to generate new revenue streams, optimize costs, or reduce risks.



Contact us to start the digital transformation of your organization.

