

Introducing  **forcelink**

ABOUT FORCELINK

Forcelink is an advanced Mobile Field Service ERP (Enterprise Resource Planning) solution designed to empower organisations by streamlining field operations, thereby elevating customer satisfaction and driving profitability. What sets Forcelink apart is its exceptional **adaptability and configurability**, which offers the flexibility to tailor services to meet the unique requirements of each business.

Forcelink boasts high compatibility with a multitude of systems and software, featuring comprehensive APIs for effortless integration with a range of ERP systems, financial solutions such as **SAP**, **XERO** and **SAGE**, GIS platforms like **ESRI**, and other vital business tools.

ACCOLADES

2018

Nominated as one of the best Smart City solutions out of South



2019

Selected as one of 8 organisations out of 260 applicants to participate in the **PWC South West (Bristol, UK) scale**



2022

Awarded the **Social Cohesion Of The Year Award** at the Play



2022

Awarded the **Best Enterprise Solution** at the MTN Business



2022

Awarded the **Top 3 SMEs in Digital Innovation** at the BCX



WHAT MAKES US DIFFERENT?



Digitising your organization

Drive urban transformation via digitalisation, establishing seamless connections with citizens, automating workflows for efficiency, and optimising revenue collection.



Customer Centric – customer portal

Our customer-centric platform, My Smart City, prioritises seamless connections between residents and service providers.



Highly Configurable

Highly configurable to each industry and organisation, allowing clients to easily setup user workflows for their businesses.



Rapid implementation (RSD Methodology)

Our RSD (Rapid System Development) methodology for the development and deployment of Forcelink ensures a structured and efficient approach to our client implementations.



Standard integration APIs

Forcelink has extensive APIs to easily interface with other system integrations such as ERP, XERO, ESRI, GIS, SAGE and other Financial solutions.

Forcelink has a certified standard interface with SAP.



Affordable and competitive

Forcelink is an incredibly affordable and competitive product; provided in a monthly subscription model.



Highly secure and compliant

Commitment to upholding the confidentiality, integrity, and security of all information within our systems. Forcelink is in compliance with data protection regulations, such as the POPI Act and UK GDPR.



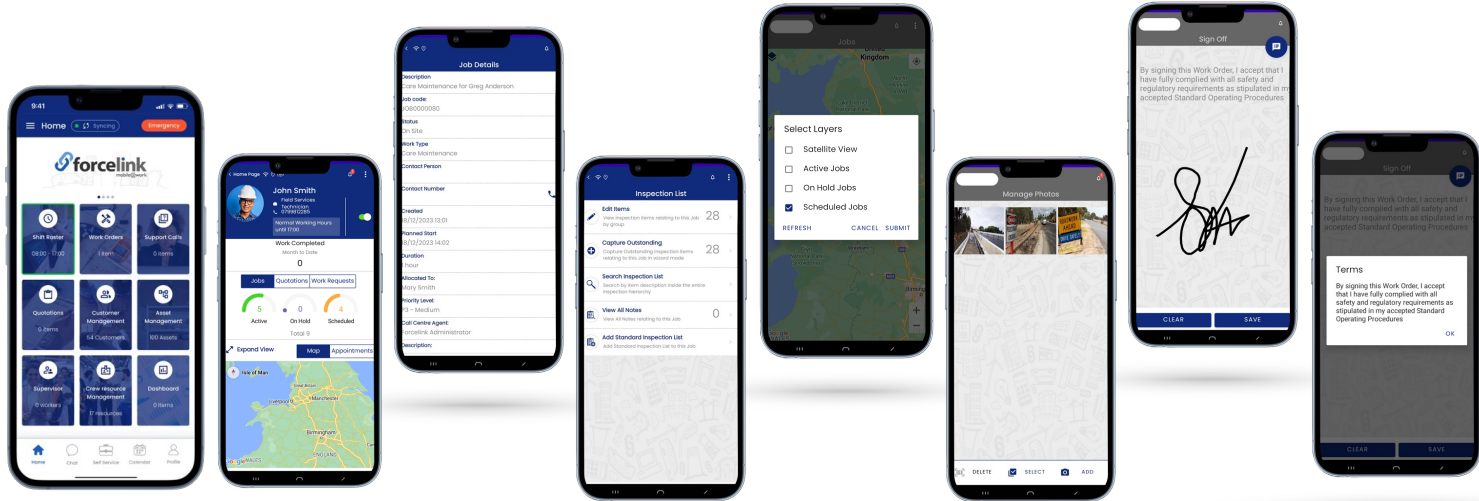
Work Management



- Work Requests/Customer Calls management
- Work Order Management
- Quotation Management
- Linking Quotations and Work Requests/Customer Calls to Work Orders and Invoices
- Managing work, work requests/customer calls and quotations on a Map
- Work Notifications and Escalation management
- Service Level Agreement management



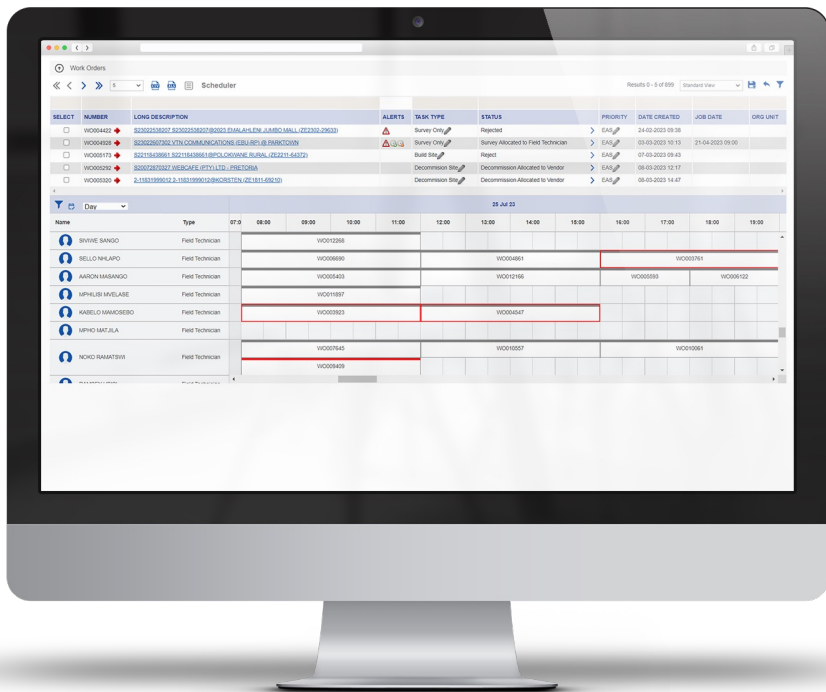
Mobile Work Management



- Forcelink Mobile can run on a wide variety of standard mobile phones and tablets (Android or iOS), and can connect via GSM or WiFi.
- Forcelink Mobile synchronises data in real-time when online and still works when offline/ no connectivity.
- Resources receive allocated work via the mobile and can provide feedback on work orders, quotations and work requests.
- View work order location / customer location on the mobile and navigate to site.
- Add materials consumed per work order



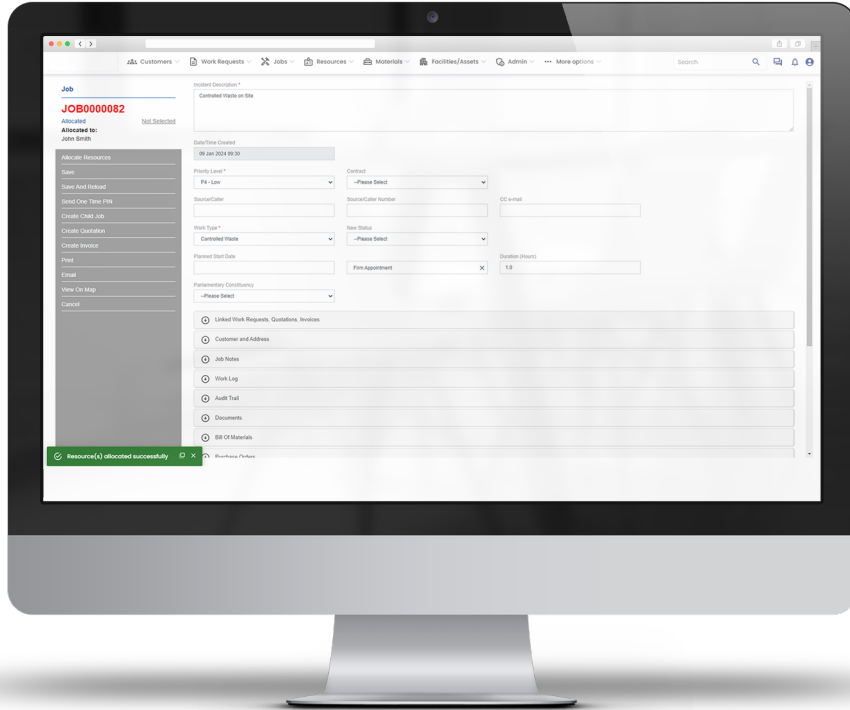
Scheduling



- Gantt chart display of scheduled work by Day, Week and Month.
- Filters for work types, location, clients, assets and resources.
- Drag and drop resources on the work orders on the Gantt chart.
- Save schedule and automatically dispatch work to the mobile.



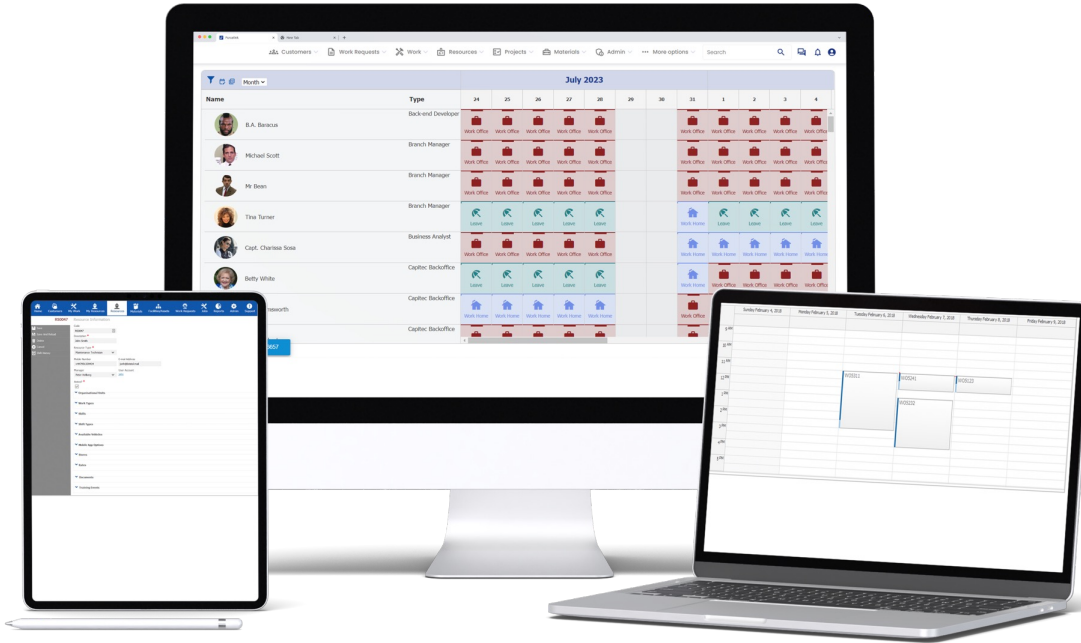
Dispatching



- Geo-spatial dispatching of work to the mobile field resources by dragging and dropping resources onto work on the map.
- Work list dispatching – dispatching from a work list.
- Work matrix monitoring – monitoring the progress dispatched work orders by type, status, customer, etc.
- Allocate/de-allocate work to field resources.
- Dispatching to multiple resources in the field with different skills.
- Tabular Dispatching.
- Online Chats with Field Resources.



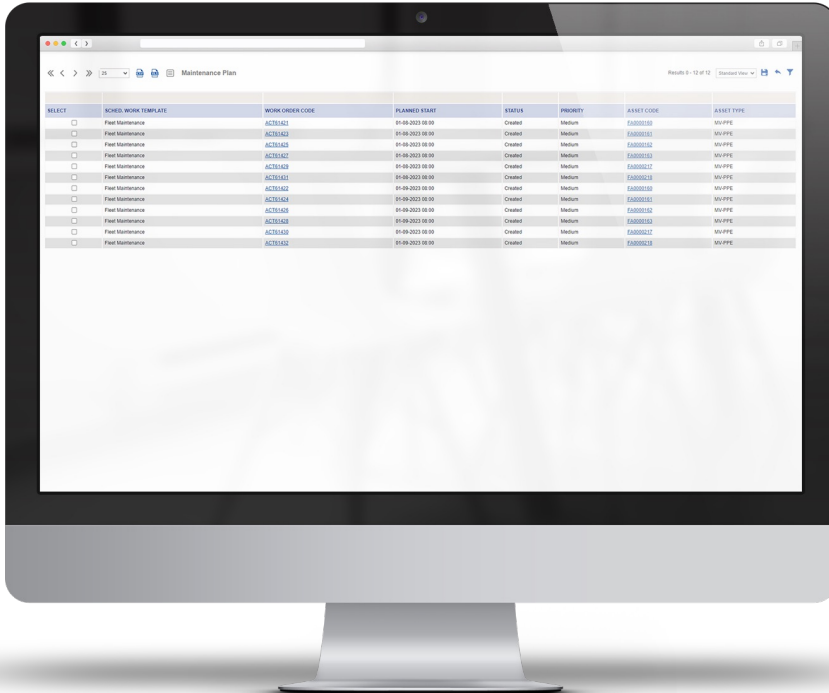
Resource Management



- Full Resource Register and classification by role.
- Field Resource Management.
- 3rd Party Service Provider Management.
- Crew Management.
- Shift Roster Management.
- Time and Attendance logging via mobile, including facial recognition.
- Check-in and check-out of fleet vehicles for work.
- Resource Tracking via GPS and location on the Map.
- Skills and Qualification Management.
- Training, Accreditation and Compliance Activity Scheduling.
- Resource Calendars and automatic integration to Google Calendars on the mobile.
- Documents Management and linking of documents e.g. employment contracts, qualifications, training certificates, permits, etc.



Maintenance Management

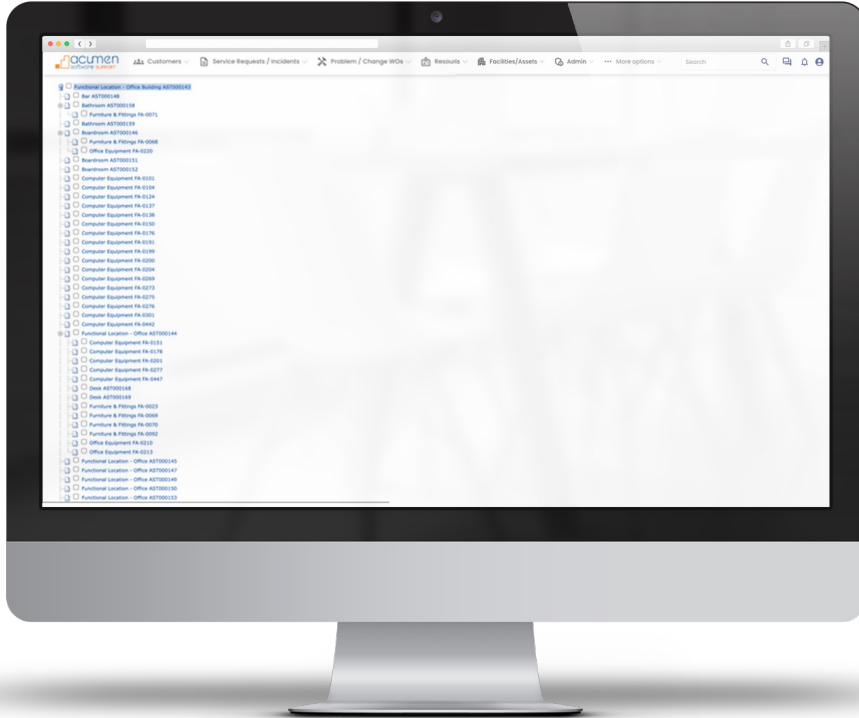


SELECT	SCHED. WORK TEMPLATE	WORK ORDER CODE	PLANNED START	STATUS	PRIORITY	ASSET CODE	ASSET TYPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000200	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000201	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28163	01-00-2023 00:00	Created	Medium	ES000202	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000203	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28163	01-00-2023 00:00	Created	Medium	ES000207	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28161	01-00-2023 00:00	Created	Medium	ES000213	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000200	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28161	01-00-2023 00:00	Created	Medium	ES000201	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28163	01-00-2023 00:00	Created	Medium	ES000202	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28163	01-00-2023 00:00	Created	Medium	ES000203	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000207	MV/PPE
<input type="checkbox"/>	Fast Maintenance	AC28162	01-00-2023 00:00	Created	Medium	ES000213	MV/PPE

- Standard Planned Maintenance templates
 - including the resources and materials required.
- Standard Operating Procedures.
- Standard Maintenance Inspections.
- Periodic Maintenance triggers.
- Event-based Maintenance triggers.
- Condition-based Maintenance triggers.
- Asset Type Planned Maintenance strategies.
- Pro-active Maintenance (work created from the field).
- IoT Integration for Asset Events and Alarms.
- Warranty management.



Facilities / Asset Management



- Asset Registers with parent/child associations in an Asset Tree.
- Asset Categorisation and Types.
- Asset Movement Tracking and location on Geographic Map.
- Asset Lifecycle Management.
- Asset Financials and Warranty Management including Depreciation.
- Capture Assets via Mobile.
- Barcode Scanning via Mobile.
- Asset Audits and Condition Assessments.
- Stores Management including Resource Boot Stores.
- Asset Stock Management.
- Functional Locations and Facilities.
- Building and Lease Management.
- Booking of Facilities and provision of Soft Services.
- IoT Integration for Asset Data Logging, Asset Monitoring, and Tracking, and Fault Reporting.
- Documents Management and linking of documents to assets, e.g. SOPs, drawings, manuals, etc.



Inventory Management



DESCRIPTION	CODE	TYPE	MATERIAL_SUPPLIER	TAX CODE	UNIT TYPE	SERVICE TYPE	LABOUR	MILEAGE	QUANTITY	SERIALITY	UNIT PRICE	CURRENCY	TOTAL STOCK ON HAND
Communication,Electron	CE	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	1.0
Scrub Pack	SR	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0
Seat	SE	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0
Strap	MT0040	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	2.0K
Flare	FN	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0
Deck	DE	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0
Chair	CH	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	1.0
Material Information	MT0040	Asset	[J&A Supplier]	15% VAT	Each						0.00	€	2.0K
Footlock & Poles	FP	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0
Stitch Enclosure	OPCC	Equipment	[J&A Supplier]	15% VAT	Each						0.00	€	0.0

- Materials Catalogue.
- Materials Stock and Stock Control.
- Stock Counts via Mobile, including Barcode Scanning.
- Bill of Materials Associated with Assets or Work.
- Suppliers/Vendors Management.
- Equipment Assemblies and Batch Control.
- Purchase Requisitions, including via Customer Portal.
- Purchase Orders.



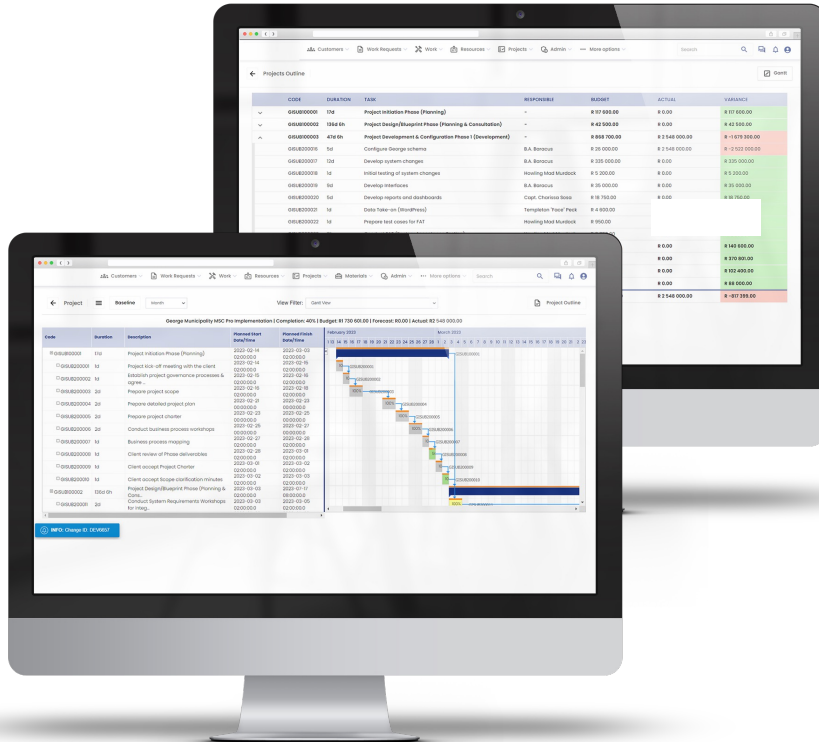
Sub- Contractor Management



- Automatic outsourcing/dispatching of work from the master schema to the correct sub-schema (sub-contractor)
- Work assignment rules such as geographic location, service type, current workload, current availability on shift, etc.
- Contractor Portal for receiving of work allocated and providing feedback and other information
- Reporting on contractor work assignment history, productivity and performance
- Monitoring of SLAs between the master schema and each sub-schema
- Asset register collaboration, between the master schema and the different sub schemas to ensure an aligned asset register



Project Management



- Create Projects, Work Breakdown Structures, with task dependencies, and displaying on a Gantt Chart.
- Ability to integrate to external Project Management tools to import work templates and tasks for projects.
- Project budgeting, forecasting, and actuals tracking and reporting.
- Allocate activities to field resources/contractors from Gantt Chart.
- Project tasks are sent directly to the allocated resources on their mobile app.
- Resources can automatically update the task percentage completion from their mobile device.



SLA Management

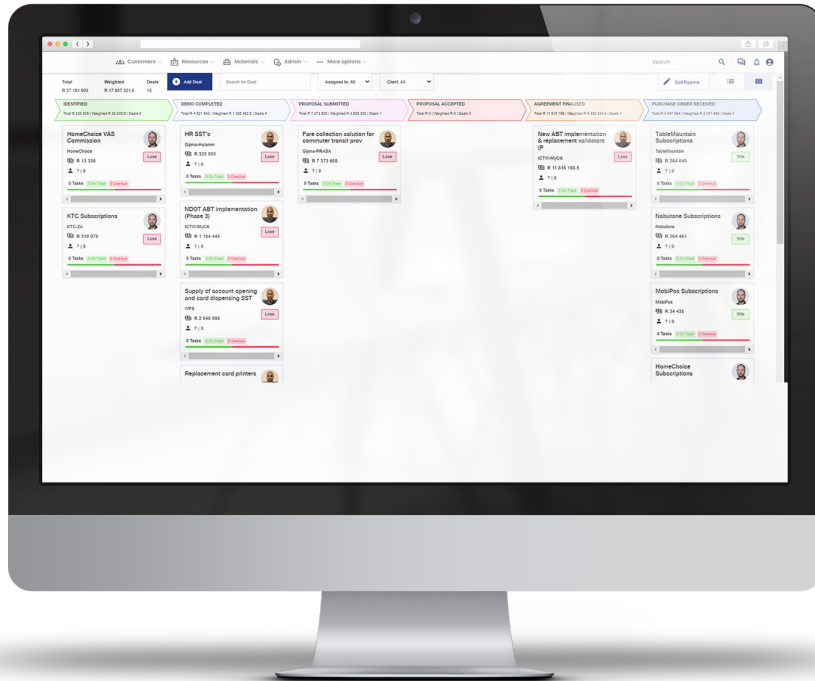


SELECT	LINKED WORK ORDER	EVENT	VIOLATED SLA	ALERTS	WFO NO	WFO NO	DESCRIPTION	DATE CREATED	STATUS	SCORE	CATEGORY	REC
<input type="checkbox"/>		<input type="checkbox"/>			WFO14281	WFO05343	Request to add the alert to the alert when 20:00	24-07-2023 09:30	Closed		Err	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			WFO14282		Work on Baseboards Mainboard	24-07-2023 09:27	Waiting Confirmed		Err	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			WFO14279		Subject: WFO053333 Call Confirmation: Good (in 20) and 1 action: Thanks, Kulkarni's representation is...	24-07-2023 09:27	Created		OCI	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14278	WFO05342	WFO1 user unable to login on the main board and not collect any data.	24-07-2023 09:26	Closed		Dev	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14277		Work on Baseboards Display	24-07-2023 09:21	Waiting Confirmed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14276		Work on Baseboards Display	24-07-2023 09:20	Waiting Confirmed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14268	WFO05341	There are some issues with the 2.1.1 FW.	24-07-2023 09:17	Temporary Resolution		Err	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			WFO14274		Subject: That device could be delivered to the customer.	24-07-2023 09:16	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14273	WFO05340	Audit on function: check the a device not update.	24-07-2023 09:14	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14272	WFO05340	Request to add the alert to the alert when 20:00	24-07-2023 09:07	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14271	WFO05340	Request to add the alert to the alert when 20:00	24-07-2023 09:07	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14270	WFO05340	The other machine in the issue area on the WFO is not connected with WFO14270	24-07-2023 08:59	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14269		Work on Baseboards Sdk	24-07-2023 08:44	Booking Confirmed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14268	WFO05340	Request to add the alert to the alert when 20:00	24-07-2023 08:35	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14267	WFO05340	Request to add the alert to the alert when 20:00	24-07-2023 08:26	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14266	WFO05340	Request to the alert to the alert when 20:00	24-07-2023 08:18	Closed		Err	
<input type="checkbox"/>		<input type="checkbox"/>			WFO14265		Work on Baseboards Display	24-07-2023 08:09	Booking Confirmed		Err	

- Response and Resolution SLA's based on Priority
- Escalations with Notifications various SLA Triggers based on status, time lapsed, etc.



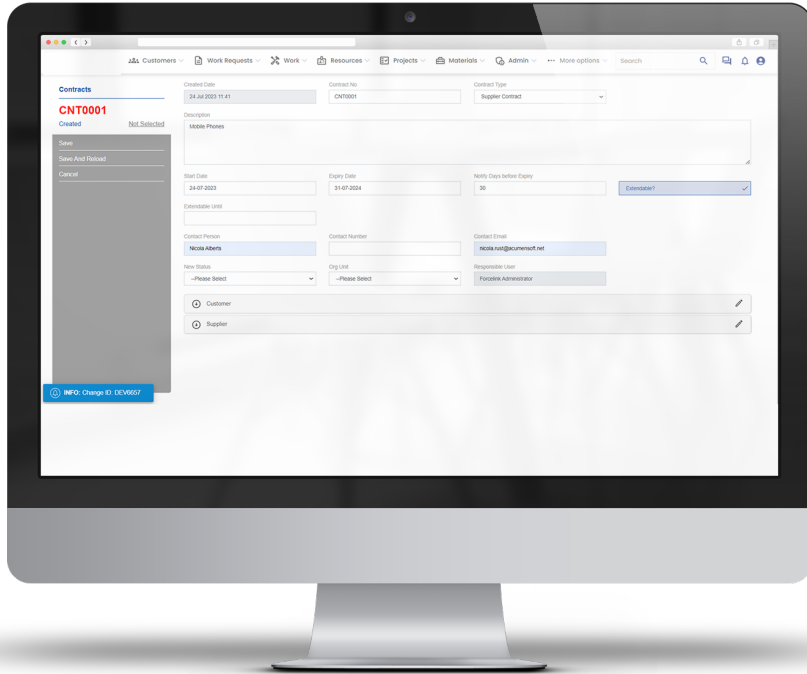
Customer Relationship Management



- Customer Register with full customer information.
- Customer address mapping on Geographic Map.
- Capturing of customer engagements and interactions from the mobile or on the back office.
- Call Taking – capturing of calls from the customer.
- Management of Service Level Agreements with the customer.
- Customer Invoice management
- Mobile and web Customer Portal for customers to log issues directly on the system and track their progress.
- Automated Customer feedback notifications via SMS or email
- Notification of assigned field resource for tracking on map (Uber-style).
- Bulk Messaging functionality with workflow management and business rules for messaging campaigns to multiple customers and stakeholders.
- Leads & Sales Pipeline management with Kanban tracker.



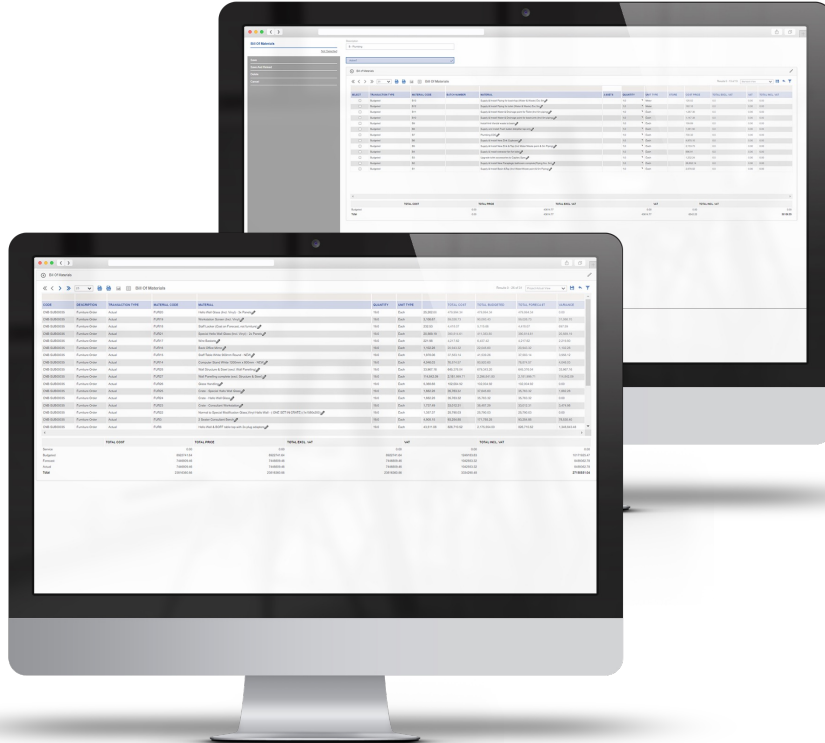
Contacts Management



- Registering and managing Customer and Supplier contracts.
- Contract start and expiry dates, and provisions for extensions.
- Contract process workflows and status management.
- Contract Bill of Services.
- Linking of Documentation, e.g. signed contract, terms & conditions, etc.



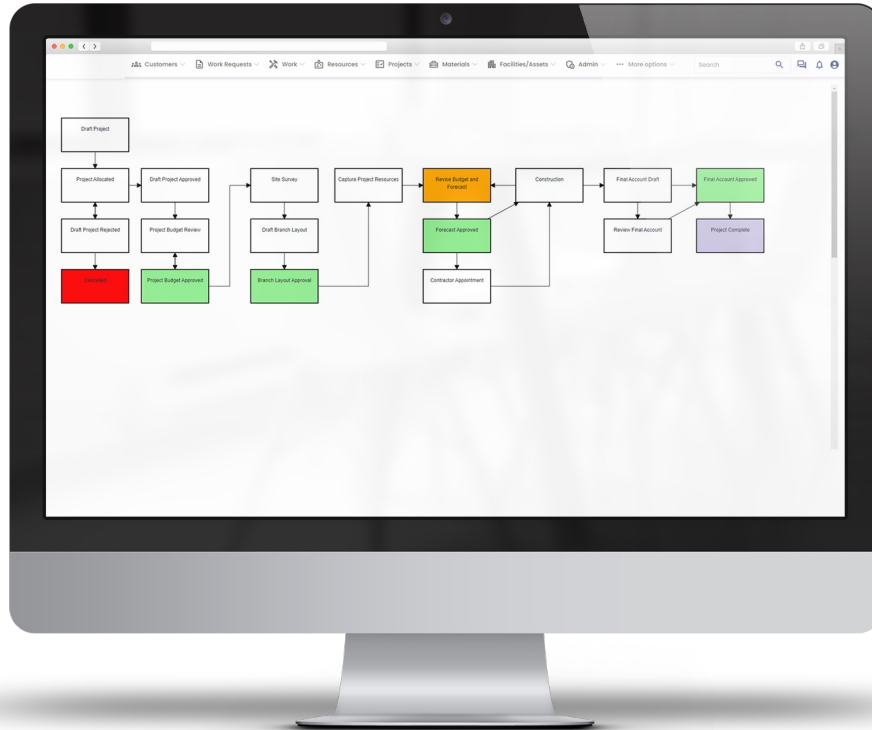
Billing Management



- Provides ability to validate billing against Customer and Supplier Contracts.
- Generating invoices against work done with supporting documentation provided by Work Management module.
- Can include detailed Bill of Quantities.
- Invoice processing workflows can be configured to manage the processing and approvals.



Business Process Flow Management



- Configuration of any process from the back office to the mobile.
- Multiple business processes can be configured with different workflows for different work types.
- Set up of business rules linked to specific steps to be followed or data to be captured to ensure process compliance and data validation.
- Delegation of Authority for sign-offs linked to specific roles, users or financial thresholds.



Dashboards & Reporting Management



- The ability to create different real-time dashboards with KPIs, gauges, tables and charts.
- The ability to create ad-hoc reports.
- Standard formatted reports for various modules, including individual task reports for proof of work done.
- Report scheduling and automated distribution.
- Open architecture also allows for external Business Intelligence reporting and analytics.



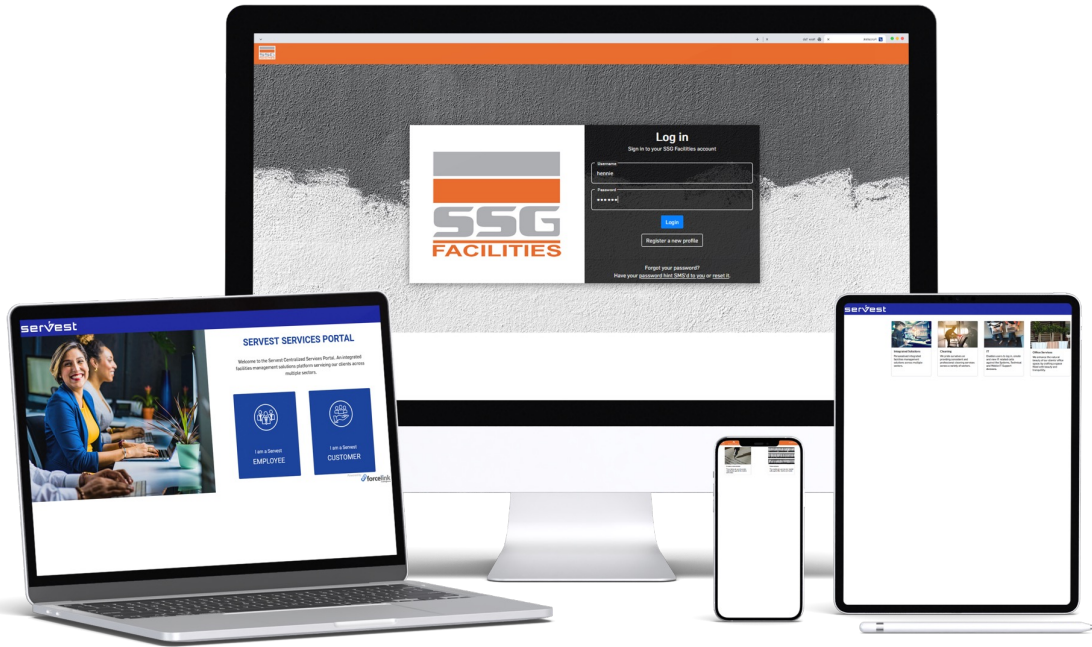
Administration Management



- The ability to configure appearance of the system to each client's specific needs, e.g. corporate branding.
- The ability to add reference data which will be available across the system.
- The ability for custom labelling of modules, menus, forms, and data fields across the entire system.
- The ability to configure dashboards.
- The ability to configure spatial map layers.
- The ability to configure different business rules which will allow the system to behave differently per application.
- The ability to set global settings, including regionalisation of language.



Customer Portal

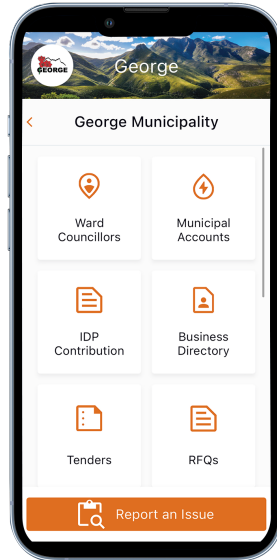
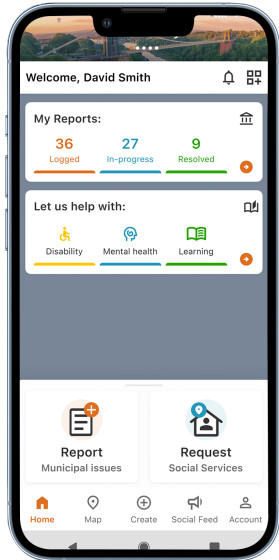


Allow customers access to the back-office system via an app allowing them to: do the following:

- Log requests
- Apply for a service
- Transact from wallet
- Complete applications
- Make suggestions
- Obtain relevant information
- Capture issues, including photographs and GPS coordinates
- Log an emergency



Customer App



Allow customers access to the back-office system via an app allowing them to do the following:

- Log requests
- Apply for a service
- Transact from wallet
- Complete applications
- Make suggestions
- Obtain relevant information
- Capture issues, including photographs and GPS coordinates
- Log an emergency

CONTACT US



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