Let the paperless journey begin

JobWatch

powered by : BigChange®

delivered by : OrbitalSolutions

The paperless way to Plan, Manage, Schedule & Track your mobile workforce

OrbitalSolutions

Orbital Solutions is offering a system that transforms the way companies manage their mobile operations. By delivering a new, intuitive and simple to use technology that produces industry leading levels of return on investment.

We are here for businesses of all sizes. Offering 24/7 RoadCrew telephone support, our customer service provides round-the-clock service for your whole team.

The revolution your business has been waiting for...

Benefits

Nothing is more important than the return on investment you gain from a system. JobWatch delivers a wide range of tangible benefits that will improve your bottom line, your operational performance and help you deliver a service that your customers will love.

Over all, with jobWatch, you can look forward to an average of 20% improved workforce utilisation, first time fix and productivity.

Trusted By

NIXON HIRE
BAUER KOMPRESSOREN
BOBST
BAXI COMMERCIAL
Cathedral Hygiene
clearabee
serco
elliott An ALGECO SCOTSMAN Company
Duncan Adams
GORDONS
VANTEC VANTEC EUROPE LIMITED
expect distribution people who know come to expect
HEIL FARID European Company
RUNNING GEAR AUTOMOTIVE
PowerGen AUSTRALIA
Ultra Lift
Haulotte
Exova
RAINHAM STEEL
WOOD GROUP PSN
AUSTRALIAN HAMMER SUPPLIES HIRE
Greys of Ely
WB Wood's Butchery.
HUNTER VALLEY CONCRETE PUMPING

JobWatch

The paperless way to plan, manage, schedule and track your mobile workforce

JobWatch is an all-in-one system for planning, managing, scheduling and tracking your mobile workforce and transport operations. It replaces manual planning and paperwork, providing a simple and efficient way to keep your office in total sync with your mobile teams.

Your office-based teams access JobWatch from any web browser, whilst your mobile workers have everything at their fingertips on the mobile app for Smartphones and Tablets.

JobWatch makes a big positive change to the way you work.

OFFICE

MOBILE TEAMS

JobWatch ensures your office
is always in complete sync
with your mobile teams

Call Handling & CRM

Full customer relationship management

JobWatch's fully integrated CRM connects all your customer data, providing you with a rich and integrated picture of each and every account, contact, site and contract. It makes life easy for your back office team who are able to access customer information and histories in an instant. This means fast and efficient handling of calls, new job bookings and tracking of all calls, tasks and activities against each customer account.

Plan, Schedule & Dispatch

Optimise your operation

In a fast-paced service or transport business, it's no mean feat getting the right resource to the right place, at a time specified by the customer. Add to that the complexity of booking jobs for multiple resources simultaneously. JobWatch lets you do all of this with ease. It takes into account multiple constraints such as time, service level, skill set, tools required and vehicle attributes. The result is an optimised service or transport operation that is empowered to deliver.

Jobs & Workflow

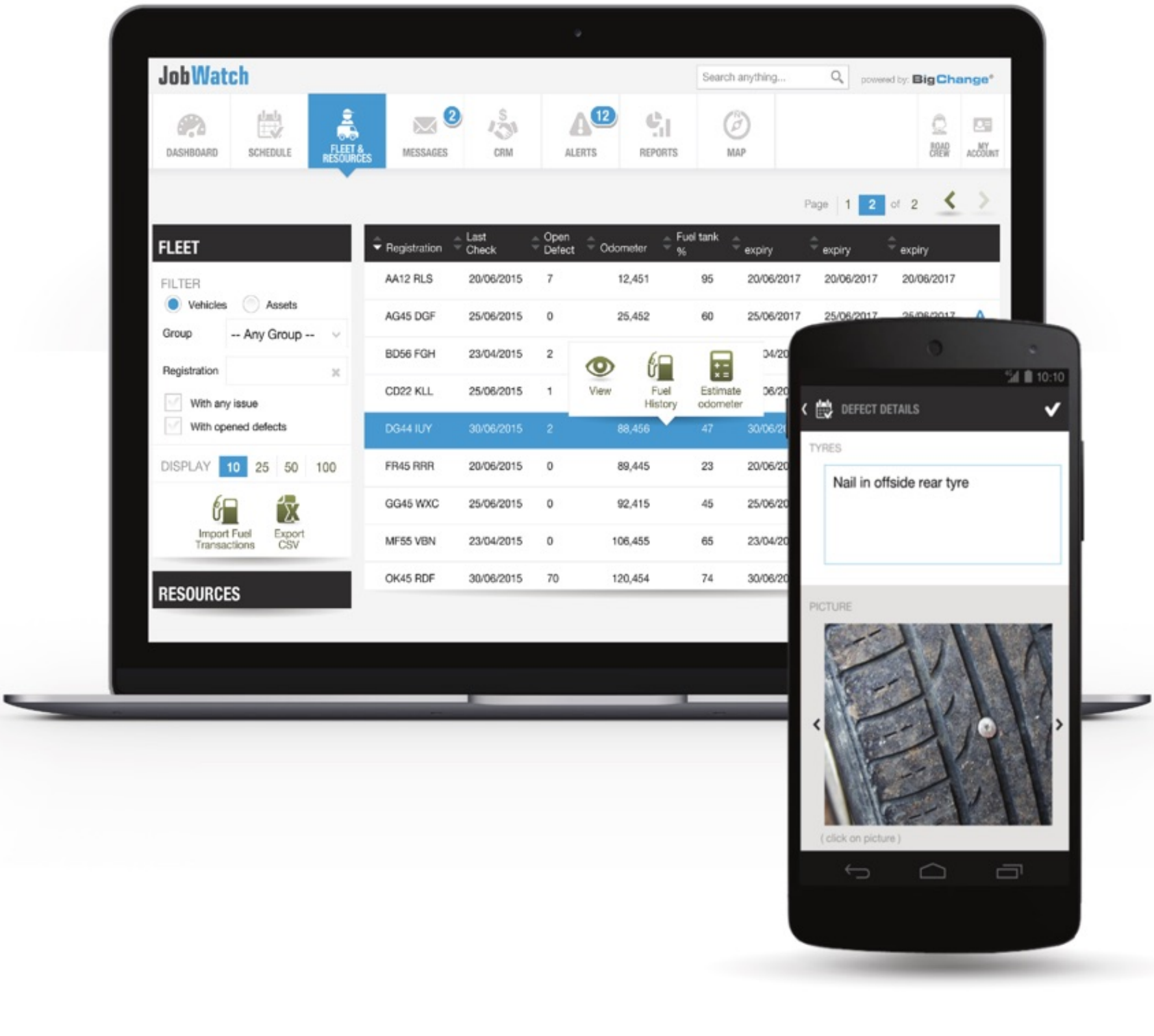
Works the way you work

JobWatch makes it easy to transition from paper to paperless. Workflows are completely customisable, meaning that your company's own business processes are followed, right down to your worksheets and job cards. Worksheets are template driven, making for simple implementation using the JobWatch workflow builder.

Fleet & Resource Management

Including defect management and alerts

Manage all your fleet data for vehicles, trailers, assets & equipment. Proactive alerts draw attention to key events in the vehicle maintenance and licensing calendar. Fleet documentation can be uploaded giving instant access to certificates on demand. Fuel transactions can be linked to actual mileage so you have a true view of vehicle MPG. Driver behaviour snapshots ensure you can deliver targeted training and feedback as part of your fleet risk strategy. Defects are automatically logged and alerted when drivers complete daily vehicle and associated asset walk around checks using the JobWatch app.



Real-Time Tracking

Respond faster, work smarter

With JobWatch, all your vehicles, resources, assets and equipment are visible on the map, providing a unique and invaluable perspective. This is enhanced with geofencing, territories and four Google map views including road, aerial, ordinance survey and street view, plus live weather and traffic information. Colour coded icons make for easy identification of your vehicles, assets and resources on the map.

Alerting

Be informed when it matters most

JobWatch alerts enable you to keep your finger on the pulse and ensure you can work proactively to ensure success. The powerful and easy to use wizard lets you instantly create live alerts that report on job status, vehicles, resources, working time and CRM activities. The customer experience is also enhanced with courtesy updates, booking confirmations and ETA alerts.

Health & Safety

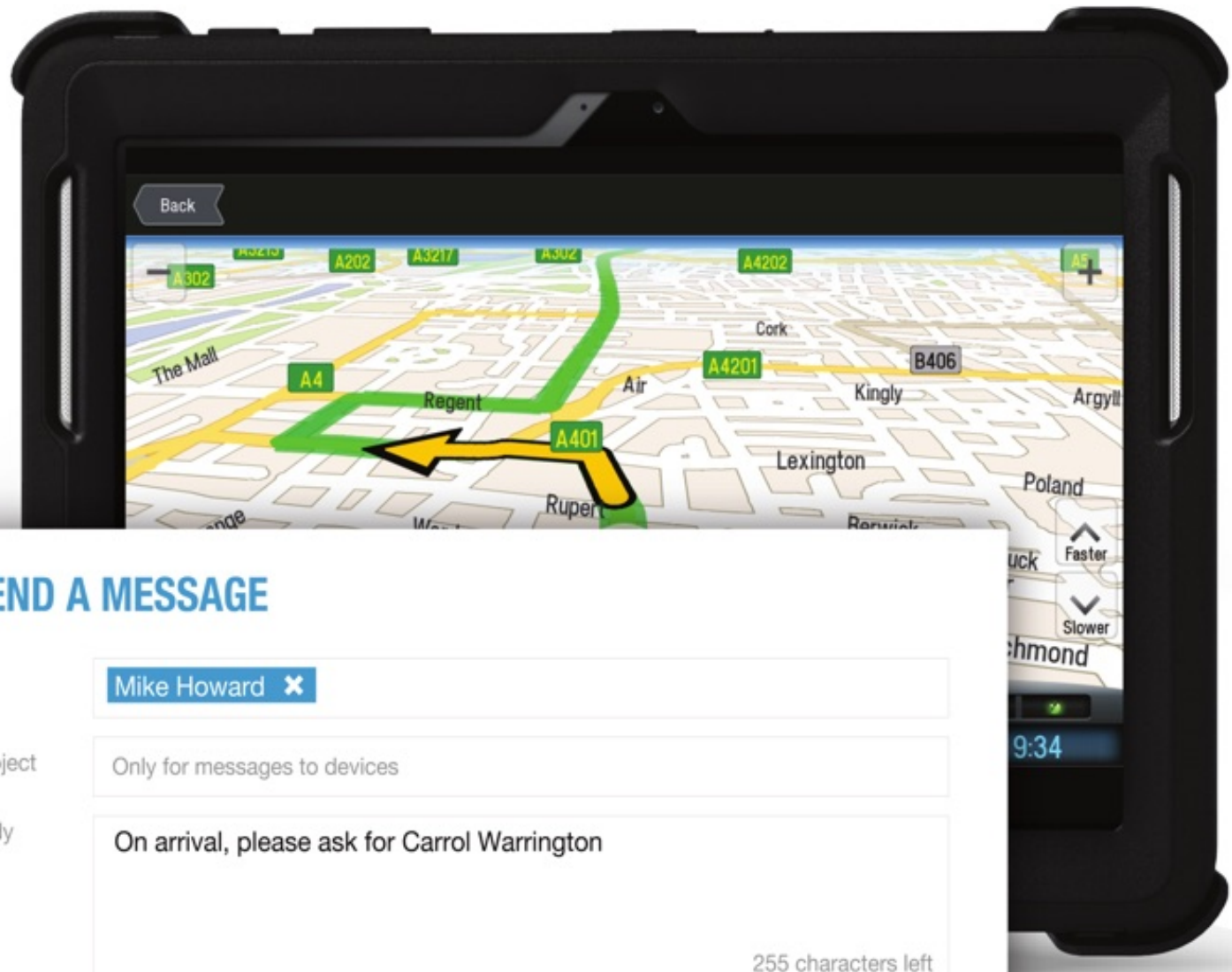
Managing risk and driver behaviour

JobWatch ensures that health and safety is right at the heart of every workflow. This includes mandatory tasks and inspections that must be carried out and signed off before a mobile worker can start work. The integrated vehicle tracking captures information about driving style and behaviour including speeding, idling, cornering, harsh acceleration and braking. Fuel files can be easily imported, enabling accurate fuel consumption reporting. Drivers receive a tailored debrief at the end of each journey, scoring them across a number of key metrics.

Messaging & Sat Nav

Improved communication and routes

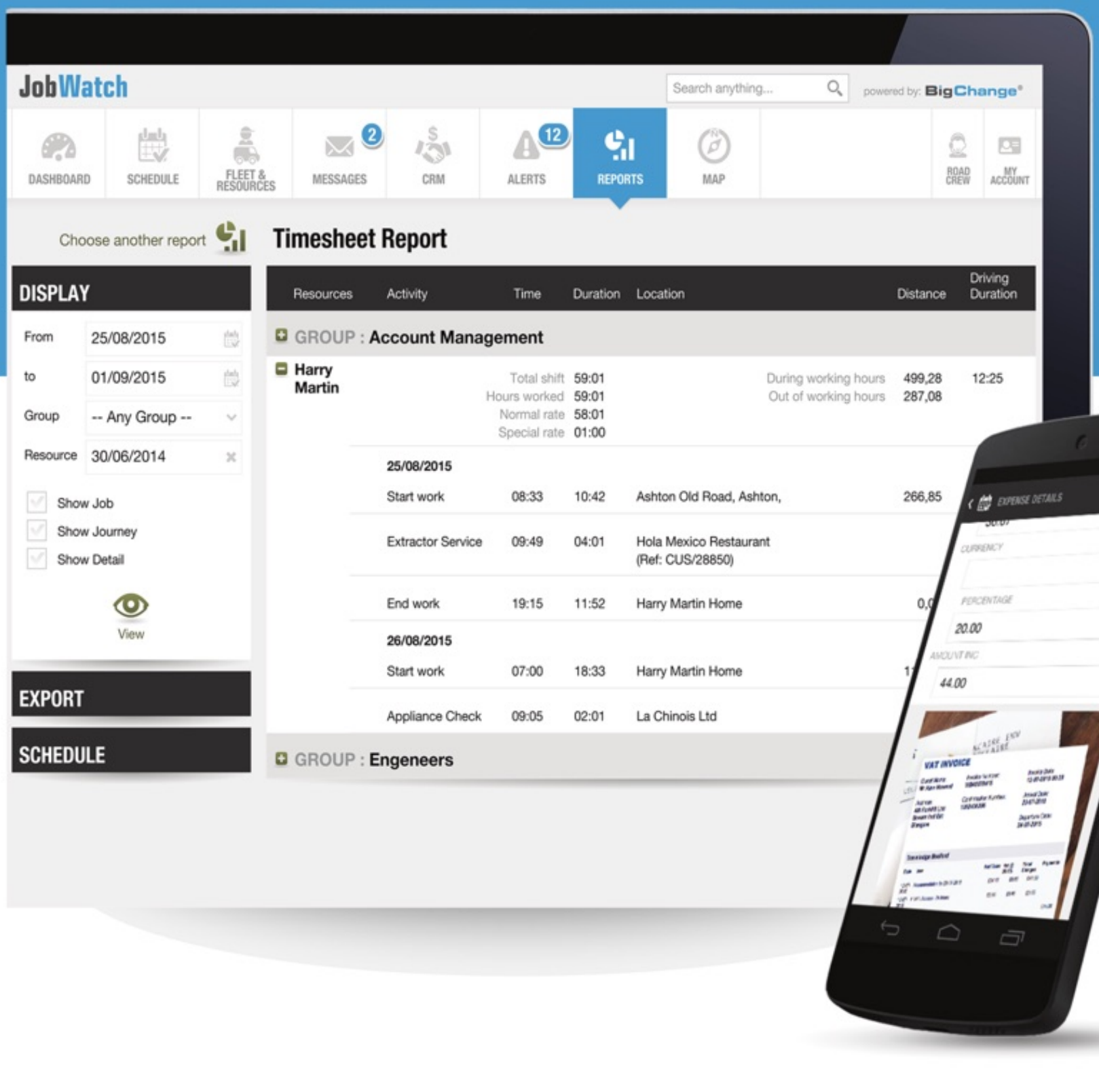
Two-way messaging allows your office to keep in touch with the mobile teams in the field. Group messages can also be sent to the whole team simultaneously. Integrated van, truck or car nav with live traffic automatically guides drivers to the exact destination pinpointed on the map. This avoids wasted time traveling to site searching for a location within a postcode.



Timesheets & Expenses

Automatic activity based reporting

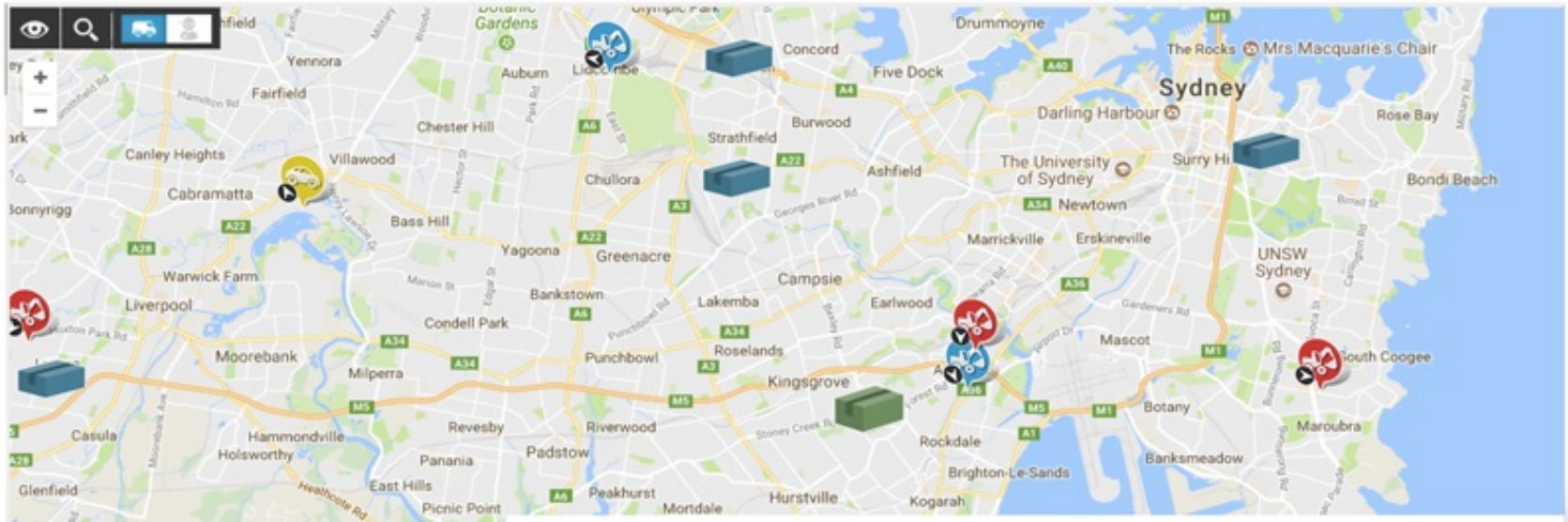
JobWatch completely automates the creation of timesheets, based on the daily activities of each mobile worker. From the moment work starts at the beginning of the day, JobWatch logs the time spent on each job and activity, including travel time. The result is super accurate timesheets with no manual administration required. The JobWatch mobile app lets drivers and mobile workers report their expenses with ease as and when they are incurred. The date, time and location are automatically logged; the driver simply needs to input the line items and quantities. A photo of the receipt can also be captured. All this is instantly relayed to the back office.



Stock & Equipment

Manage stock movements and history

JobWatch provides comprehensive management of stock levels and movements. For service applications, JobWatch accurately logs all parts and stock used during jobs. For transport and delivery applications, JobWatch offers full support for delivery manifests. Stock levels can be fully managed, whether van stock or that held across multiple locations or sites.



Add / edit model

Detail | Suppliers

Product Category*	Road Repair
Nominal Code	3000
Department Code	34
Make	Aggregates International
Model*	Granite Gravel 10mm - 25kg Bag
Model Number	GG483882
Consumable	✓
Size (m3)	1
Weight (kg)	25
Selling price	3 £
Notes	Outer bag is recyclable
Attachments	Select a file to attach

Invoicing & Finance

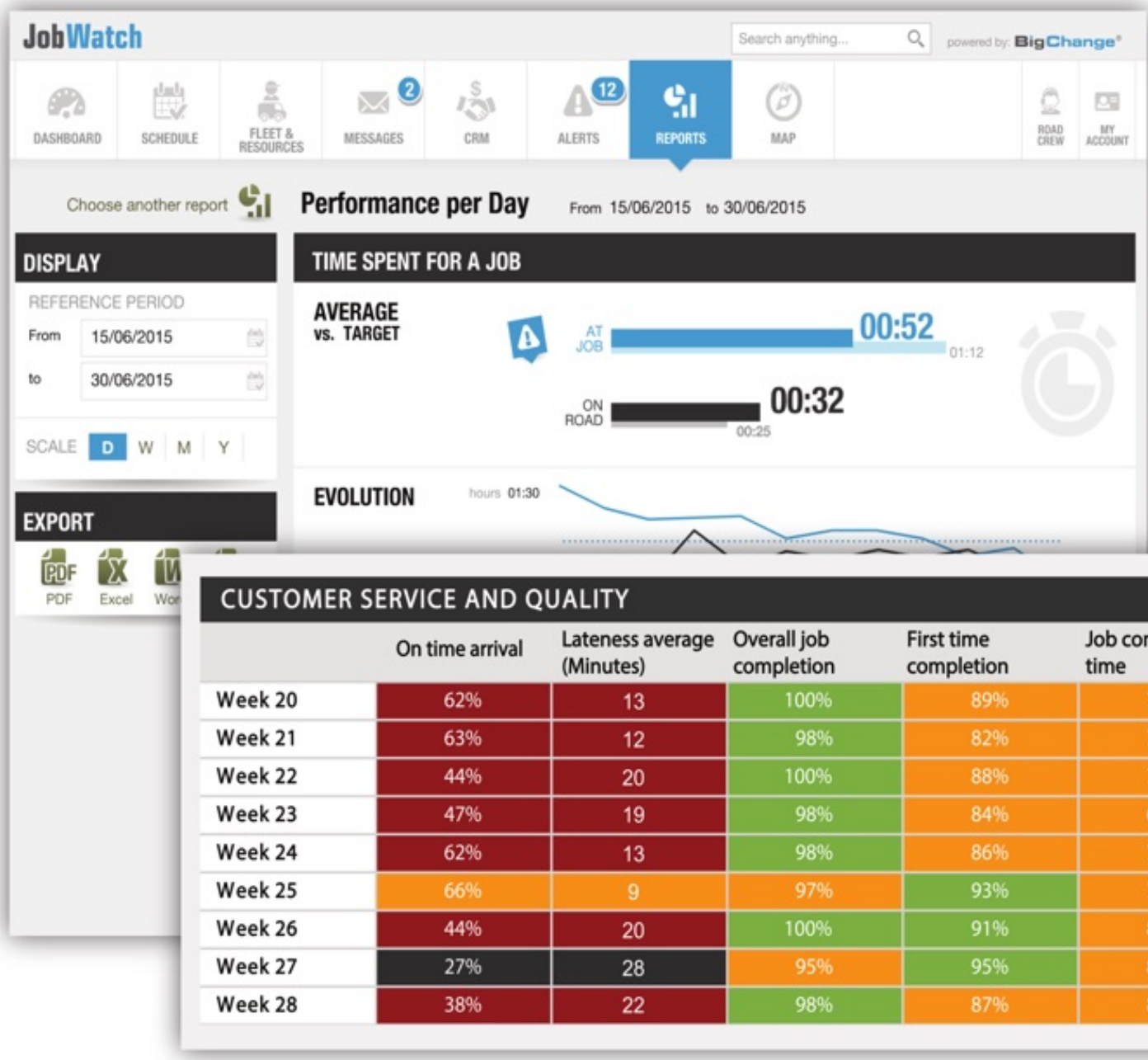
All the way from quote to invoice

JobWatch's invoice and finance module optimises everything from quotation and customer authorisation all the way through to invoicing and payment. Quotes can be created and distributed quickly based on customer specific pricing and rates. On completion of work, proof-of-service including photos and signature capture enable invoices (customised with your branding) to be emailed instantly and it even integrates with Sage.

Reporting & Performance

Insight to drive smarter business decisions

JobWatch gives you the insight needed to measure success and drive the critical KPIs that power your business and service improvement. You'll quickly be able to ascertain which customers are the most profitable, which employees are the most productive and how assets are being utilised in your operation. JobWatch reports across the business on finance, timesheets, vehicles, live tracking data, jobs, stock and equipment. Reports can be scheduled to run automatically daily or can be accessed anytime in one click. Bespoke BigData reports are also available.

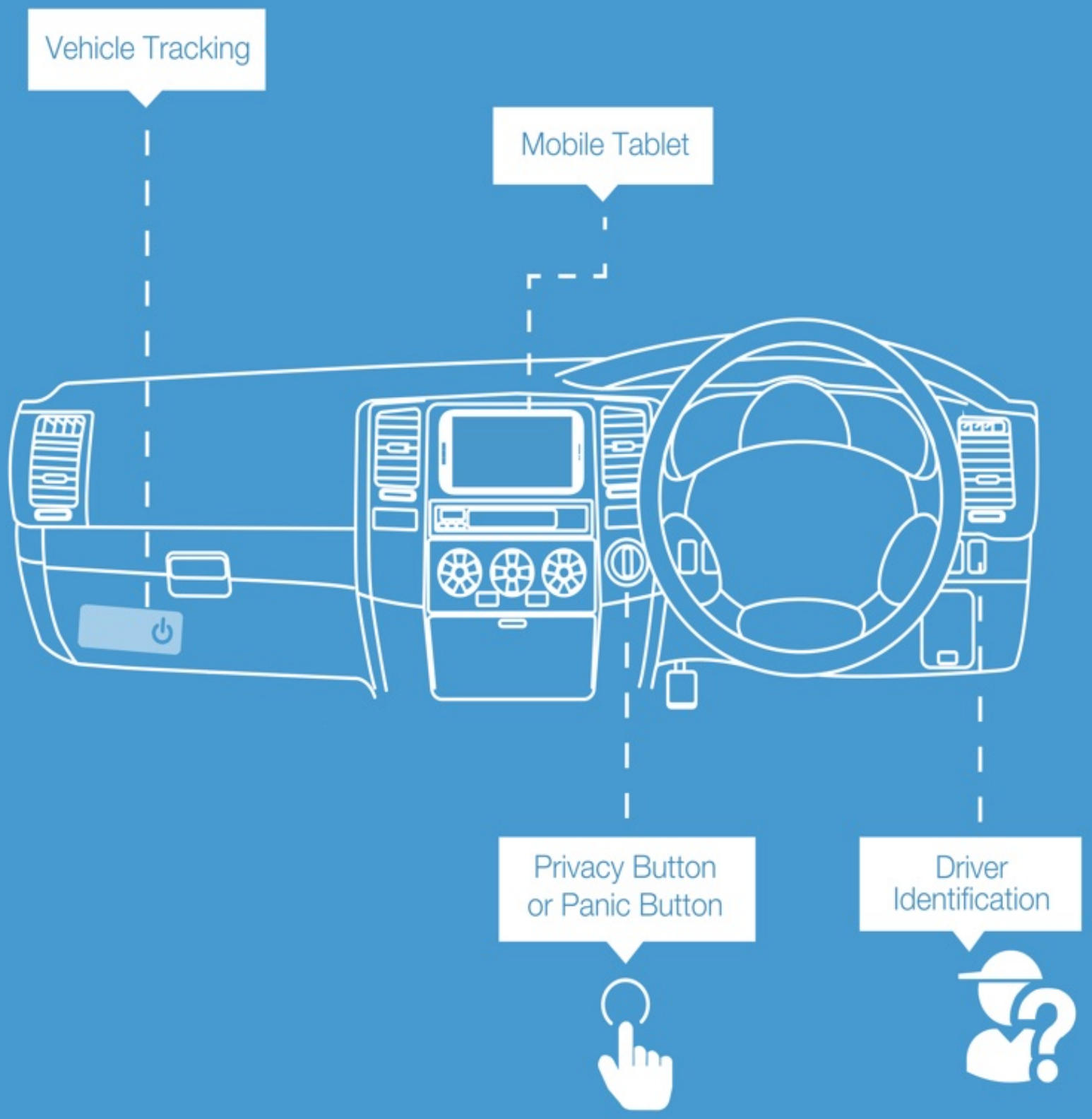


CUSTOMER SERVICE AND QUALITY

	On time arrival	Lateness average (Minutes)	Overall job completion	First time completion	Job completed in time
Week 20	62%	13	100%	89%	77%
Week 21	63%	12	98%	82%	78%
Week 22	44%	20	100%	88%	74%
Week 23	47%	19	98%	84%	67%
Week 24	62%	13	98%	86%	72%
Week 25	66%	9	97%	93%	79%
Week 26	44%	20	100%	91%	80%
Week 27	27%	28	95%	95%	83%
Week 28	38%	22	98%	87%	87%

Hardware Options

JobWatch offers a number of modular configurations according to your specific needs.



Product Feature Comparison

Features	JourneyWatch Vehicle Tracking with Driver Mobile App	JobWatch All-in-one Mobile Workforce Management	JobWatch Plus All-in-one Mobile Workforce Management *with Rugged Mobile Tablet*
Real-Time Tracking	✓	✓	✓
Driver Behaviour	✓	✓	✓
Timesheets & Expenses	✓	✓	✓
Messaging	✓	✓	✓
Driver Checks & Log Defects	✓	✓	✓
Call Handling & CRM	✓	✓	✓
Fleet & Resource Management	✓	✓	✓
Alerting	✓	✓	✓
Health & Safety	✓	✓	✓
Reporting & Performance	✓	✓	✓
Jobs & Workflow		✓	✓
Plan, Schedule & Dispatch		✓	✓
Invoicing & Finance		✓	✓
Stock & Equipment		✓	✓
Sat-Nav			✓
Rugged Mobile Tablet			✓

Integration

We integrate with popular accounts packages such as Sage. BigChange can integrate with existing business systems including industry specific management software.

We have a comprehensive set of web service APIs that can be downloaded by any potential integrator – core system data can be transferred via this API. In addition to service calls, we also offer the facility of having data pushed back to web services on the integrator's end so real time two-way communication can occur.

BigChange systems also have legacy communication options such as FTP, email and flat file formats like CSV and EDI.

Implementation

Easy implementation with our no nightmares guarantee

JobWatch works right out of the box, with a simple and straightforward implementation process. Our no nightmares guarantee means a painless setup process, so you'll be ready to go in a matter of days.

Project Management

An Orbital Solutions project manager is assigned to manage your implementation. They will personally guide your business through the transition from paper-based to paperless, ensuring that everything is delivered efficiently and on time.

Custom Worksheets and Reports

We take your paper forms and perfectly replicate them as slick and efficient electronic worksheets. We also set up a report for each worksheet, so that a professional and fully-branded PDF is outputted, ready to share with customers.

Import Service

We offer a comprehensive import service, taking data from spreadsheets and other systems. This is most commonly done for contacts, sites and stock plus also for fleet and resource management (full details of your mobile workers, drivers, vehicles, equipment and assets).

On-site Training

We deliver a full day of on-site training, working with everyone in your business, from directors and your back-office team through to your mobile workers. It ensures that everyone receives training that is tailored to their role and specific to the way that they will use JobWatch day to day.

Implementation

Easy implementation with our no nightmares guarantee

BIGCHANGE READY IN FOUR STEPS

STEP 01

PREPARATION

- We will introduce you to your dedicated implementation specialist and schedule a kick-off call.
- Behind the scenes, your JobWatch system will be setup ready for configuration to begin.
- Your login details and software licences will be provided.
- We will share templates with you to aid the population of data to JobWatch from your existing systems.
- Our Installations team will arrange convenient times with you for any required vehicle installations, such as vehicle tracking, tablets and cradles.

STEP 02

KICK-OFF

- Our kick-off call ensures we understand your business requirements and key objectives for the JobWatch system.
- We will discuss your current business processes and agree on the best configuration of your system.
- Each of our roles and responsibilities will be agreed with timescales in place for on-site setup and training.
- We will identify the key users and champions within your business who will be involved in the day to day running of the system.
- Agree the success criteria for implementation and a target date.

STEP 03

SETUP & CONFIGURATION

- Through a series of calls and webinars, we will finalise your setup together.
- You are now ready for a 'Soft Launch' where you will start using core features for scheduling and completing jobs.
- Workflows, worksheets and finance elements will be finalised. These include invoicing and any additional areas used for accounting.
- Any bespoke reports ordered will be added at this stage.

STEP 04

GO LIVE & ENHANCEMENTS

- During our meeting, we setup and configure your system together, going step by step through all the key areas of JobWatch.
- Training is delivered to all required departments at your office.
- Following the setup of core features, we highlight additional configurations for added efficiency and best practice.

> "Typically, we'll have your BigChange system fully setup and operational in eight weeks from the initial preparation and kick-off call"

Customisable Documents

We offer a full customisation service for worksheets, job cards and reports

Job Cards and Worksheets

Your JobWatch system is fully customisable so that workflows perfectly match the way you work. As part of our implementation service, we take your existing paper forms and create workflows that appear on the mobile app and in the back-office that guide your team step by step. These can include conditional branching. The workflows ensure that every piece of important information is captured quickly, efficiently and accurately.

Custom Reports

JobWatch instantly outputs slick, professional and fully branded custom reports that are ready to email, print or share. Reports can include any information that was captured during the service or delivery process, including detailed costings, stock or parts used, journey and timesheet information. Custom Reports can also be automated so that they are sent to customers instantly as soon as their job or delivery has been completed. Custom reports are available as part of our implementation service.

Financial Documents including invoices and quotes

Financial documents can be fully customised to meet the needs of your business. This includes custom invoice layouts, quotes and other financial documents.

Your success is our success

We're passionate about making a big positive change to your business. Through our intuitive and simple to use technology, we're committed to helping you grow your business to its full potential. We know that your success is ours and that's why we work so closely with every customer to perfectly embed their solution.

Everything is included and it works right out of the box

Everyone hates hidden costs and extra expenses. We also know that for businesses like yours, it's crucial to be up and running instantly. That's why our web-based JobWatch system works straight out of the box so you can realise the benefits immediately.

A perfect fit, no matter your size or sector

JobWatch has been developed to perfectly meet the needs of any size of business from SMEs through to major blue chip organisations. So whether you have one resource or ten thousand, JobWatch will change the way you work for the better.

State of the art infrastructure

BigChange uses the most advanced, state of the art cloud based technology. It means you'll always get super-fast performance and complete dependability at all times. We use a multi-layered approach to maintain the highest standards for confidentiality, integrity, availability and security.

Orbital Solutions are proud to be associated with

MEMBER NSW Business Chamber

AUSTRALIAN BRITISH CHAMBER of COMMERCE

BNI®

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