

An Enton industry briefing

Field service engineers waste up to one quarter of their time on administration

Field service engineers could increase productivity by 30% if given the tools to automate everyday record keeping, according to an independent study carried out by Spectrum Consulting for Enton during April 2007. The study also revealed that administrative efficiency could be boosted by as much as 20% by replacing paper with electronic records and processing.

The research found that fieldworkers spend nearly a day a week on time recording and job reporting. However, when the time spent submitting records at the depot is included, this rises to an average of 9.2 hours – or one quarter of their working week. For a typical organisation, this equates to over £11,000 of lost productivity for each engineer every year.

The story is no better for back-office administration staff who on average spend 7.1 hours, almost an entire working day every week, keying in the same records and resolving errors.

But such tremendous losses can be reversed by adopting mobile technology integrated with a service management back-office system. The

opinion from a cross section of industries taking part in the study is that such technology is effective in improving productivity and efficiency. Paradoxically, it also finds that delivering these benefits remains one of the greatest challenges when deploying mobile solutions – so the phone is still the dominant tool for managing fieldworker schedules.

The results of the study into the use of mobile technology for field workers, and a briefing from Enton are available by emailing info@entonct.com, or by contacting Stephen Wahl on 01483 243571.

Enton is a provider of consultancy and solutions that improve performance in mobile business. Enton's consultants work with clients to define their enterprise mobility needs and assess the return on investment offered by integrated mobile technology. The company plans and delivers optimal solutions matched to the client's business needs and culture.

Further information is available on Enton's website www.entonct.com.