



Real Time Mobile Phone Proof of Attendance and Data Capture Solution for the Field Service Industry

- Do you want to keep track of where your employees have been and when they were there?
 - Do you want to be able to capture details of equipment that has been maintained, implemented or removed without having to pay a fortune for a system that runs on an expensive PDA style device?
- **Well, real time Real-Link is your answer to these questions!**



Real-Link is a proof of attendance solution and lone worker protection tool that is ideal for the field service industry. **Real-Link** utilizes a variety of technologies such as NFC (Near-Field Communication) phones and RFID tags.

By using real time **Real-Link** you will be able to immediately prove where your employees went, at what time, and what they did while there. This data can then be fed in real-time to any other system for further processing and analysis, or may be viewed from **Real-Link's** own web based back-office application.

The RFID tag enables you to uniquely identify each piece of equipment. **Real-Link's** back office system includes details of where it is and all historical data about it's maintenance. Each time the equipment is maintained the employee simply has to touch the tag with his phone to bring up information. This could be instructions of what must be done or questions that need responses such as equipment readings, condition etc. Jobs can also be assigned to individual employees from Real-Link's back-office system that must be acknowledged so that you have the peace of mind that the job is being done.



How Does real time Real-Link work?

- Employee carries NFC-enabled mobile phone containing real time Real-Link application.
- Employee visits locations and equipment that have pre-positioned RFID tags.
- Touches tag with phone, which identifies who they are, the equipment that they are in front of, and if required, where they are.
- Phone can display a set of options relevant to that location, that the worker chooses from – this may be a simple list of choices, or a data entry request, test details and equipment condition etc.
- The phone can also display instructions for what needs to be done at that particular piece of equipment.
- All data is immediately transmitted via GPRS telephone network in real-time which is then viewable via a web-based log-in.

Key Functionality of the real time Real-Link Field Service System

- Basic information about each piece of equipment can be recorded - type, ID, name, comments etc.
- The service engineer is able to access information about the customer and device while on site simply by touching the devices RFID tag with their phone. Data they later record with the phone, such as parts used, comments, photos, expenses, etc., is automatically uploaded to the main back-office system.
- See how much time service engineers are spending at actual customer sites and on travelling. A full breakdown of each engineer can be seen - everything they did during each day - customers visited, miles driven, expenses recorded etc.
- Take a look at the history of each piece of equipment to see everything that has happened to it over a chosen timeframe.

For more information on the real time **Real-Link** solution
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