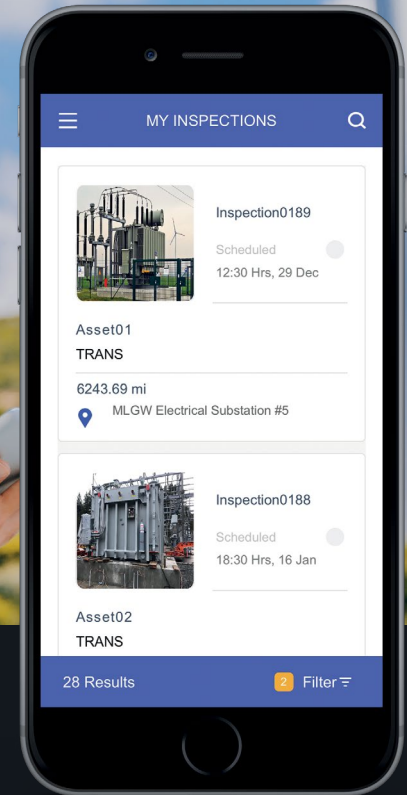




## Accelerate Digital Success

Enable field service technicians to respond more quickly, accurately, and easily



## Transform Your Field Service Experience

Digital technologies are quickly becoming a catalyst for change across the many industries. Mobile, in particular, represents an opportunity to streamline operations, increase productivity, and improve service delivery. With Volt MX, deliver the best field experience and remain innovative within the rapidly changing pace of energy, manufacturing, service and other related industries.

## Target Use Cases

Improve your first-time fix rates, meet your SLAs, and increase profitability without compromising quality and customer satisfaction. Incorporate mobile apps, wearable and IoT options with business scenario models such as scheduled, break and fix, facility maintenance, and direct to consumer services. Apps are offline-enabled to enable work continuity even where connectivity is unavailable.

The flow, UX/UI, and feature set of your app are completely extendable and customizable on your schedule. We view the components needed to execute these use cases as the starting point for your project — not a rigid solution that requires you to change your field processes from what your teams are used to. These also incorporate key subcomponents such as asset management and inspection that can adapt to a range of use cases. An overview of each is included below.



### Field Inspection

Enable a field worker to conduct a set of assigned inspections. The app includes the ability to view an inspection, input data, view reference documents, see asset and inspection history, capture photos, and digitally sign documents.



### Work Order & Maintenance

Create a mobile friendly version of work orders. Includes key functionality such as job assignments, parts and tool requirements, job procedures, navigation to job site, and the ability to record results or issues encountered.



### Hazard & Incident Reporting

Improve safety and compliance by enabling reporting of both proactive and incident-based hazard or safety issues. Improve accuracy and effectiveness of information capture required for hazards and incident investigation with a readily available mobile reporting capability. Manage incident prioritization and notification across field team, management and compliance teams. Provide a digital data set and analytics for trend analysis.



### Digital Lockout/Tagout

Meet safety compliance requirements to ensure equipment is de-energized and in a safe condition prior to maintenance or other work. Includes the ability to provide machine-specific shutdown and start-up procedures, safe condition verification, and lockout/tagout communication with digital recordkeeping, push notifications and even phone calls in the case of schedule changes or if someone forgets to remove a lock or tag after a job.



### Journey Management

Monitor safe travel to and from a job site. Can include features that monitor motion and request confirmation of safe condition with a preset escalation approach.



### Asset Tracking

Track mobile and project-based parts & assets in the field and on projects. Maintain parts or equipment inventory with a user friendly mobile solution including barcode scanning, RFID tags, image recognition or other mechanism. Track the location of mobile assets that are used across field projects. Integrate to comprehensive asset management (e.g., Maximo, SAP, etc.) or existing inventory systems as systems of record.



### Field Ticket Management

Manage the process around using third-party contractors to complete work such as verify work orders, approve job completions, streamline invoicing and contract coding, and accelerate payments.

## Extending Legacy Systems

Legacy ERP, asset management, work order, and scheduling optimization systems are typically deeply engrained in the energy, manufacturing, service and related company processes and contain substantial customization and historical data. However, these systems typically provide a poor user experience when trying to create user-friendly mobile field experiences. Volt MX provides an industry-leading layer between your legacy systems and your users and includes:

- Single JavaScript code base for delivering iOS, Android, responsive web, progressive web (PWA), IoT, and wearable applications
- Ability to create offline applications that intelligently sync all data changes to your enterprise systems
- Full control of UI design, including rapid prototypes to test design options
- Pre-built integration with advanced technologies like augmented reality, artificial intelligence, natural language processing/chat bots, etc.

## Enterprise Grade Solution

Your company requires an enterprise-grade solution. Volt MX has the leading solution in the industry for robust back-end integrations, automated operating system upgrades, security and data management, and scalability and failover. Volt MX has a dedicated integration, services, and middleware layer that provides:

- Back-end data integration and transformation
- Visual mapping of app data to enterprise data sources
- API management
- Security and identity management
- Services including geolocation, offline sync, orchestration and engagement/messaging.

### Powered by the industry-leading Volt MX Platform®

The Volt MX platform is an open and standards-based, integrated platform that supports the entire application software development lifecycle (SDLC) and empowers enterprises to quickly define, design, build, integrate, deploy, and manage multi-edge app experiences.

[Learn More](#)