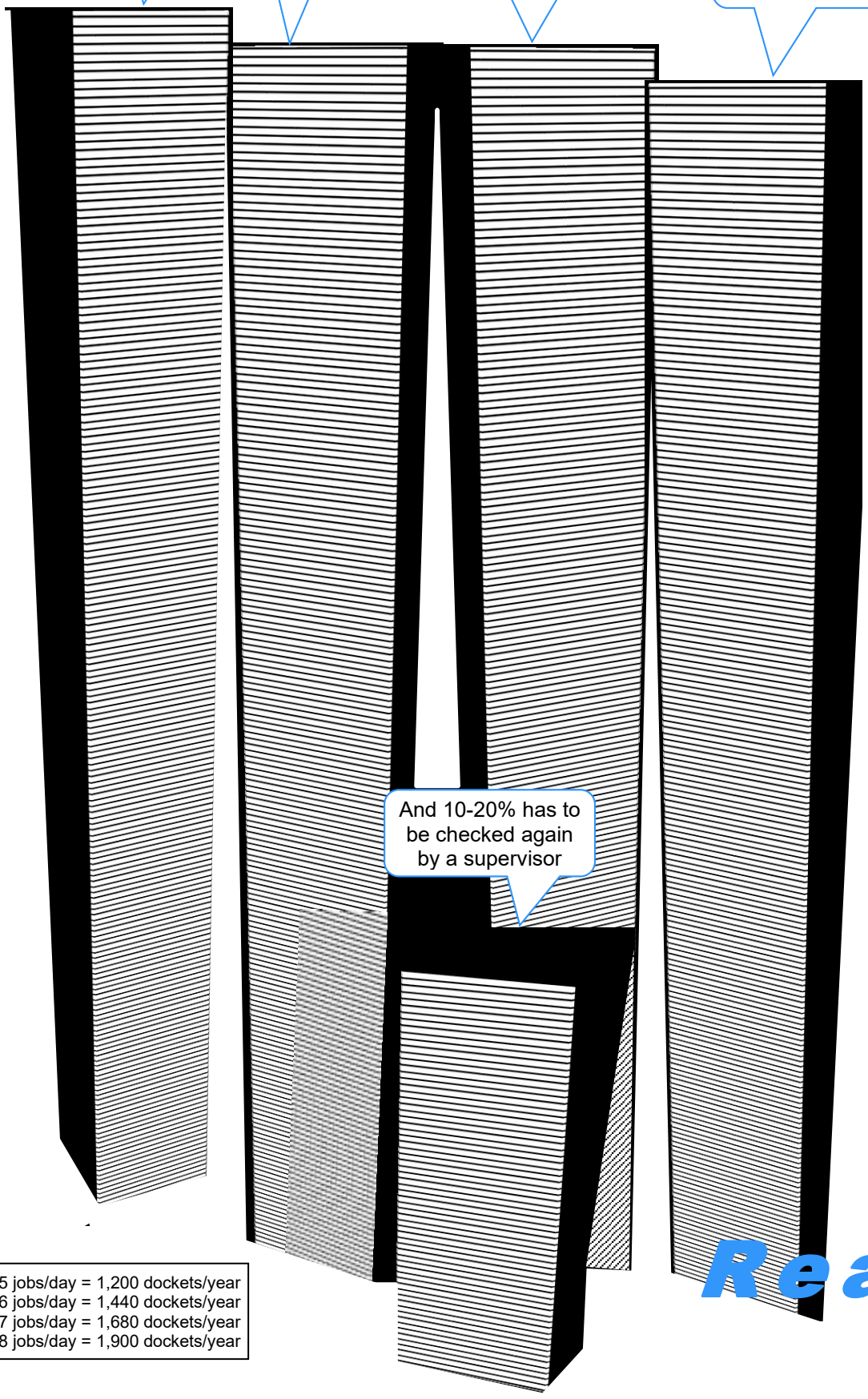
During an average year most of our clients …

print 1200-1900 dockets **for each service engineer**,

which the engineer completes by hand, after which

1200-1900 dockets are typed in as WinSIMS site visits,

followed by scanning in or filing away every single one of them



And 10-20% has to be checked again by a supervisor

These get rid of most of that work

5 jobs/day = 1,200 dockets/year
6 jobs/day = 1,440 dockets/year
7 jobs/day = 1,680 dockets/year
8 jobs/day = 1,900 dockets/year

Reach!

Reach! – Real-time Engineer Appointment and Call Handling

This document provides you with details and installation requirements of our Reach! system; the software that links WinSIMS to your engineers' remote equipment.

The Reach! software is supplied on a pre-loaded webserver PC that links WinSIMS in the office with the engineers in the field via their Android smartphones or tablets (both referred to as 'device' in this document).

Method of Operation

When a standard callout or appointment is created or modified in WinSIMS and a specific engineer is allocated to that job, the operator is given the option to send this callout to the engineer concerned. When the operator chooses this, the call information is transmitted directly from WinSIMS via the internet connection to the mobile phone network and is received on the engineer's device.

If the engineer is out of mobile phone contact or has the device turned off, the call details are queued and automatically downloaded when the device is in contact again. The downloaded information includes the name and address of the installation, details of the installation and callout/appointment. Depending on your WinSIMS setup and modules used, additional information, such as equipment installed, previous site visits, keyholder details, etc. can be sent to the device. A number of callouts/ appointments can be stored on the device so that the engineer is able to view not just the current/next appointment but also future appointments sent to him or her during the day.

The engineer marks the stages of the job on his PDA or laptop. This updates the WinSIMS office diary automatically, keeping you informed of the different stages of the job. These stages are:

Reach! on device	*	WinSIMS Engineers' Diary automatically changes to
Job is on the PDA		F) Engineer Allocated
Click the 'On way' button		N) Engineer on the way
Click the 'Arrived' button		P) Job started
Click the 'No entry' button		S) No access or can't be booked
Click the 'Send' button		X) Completed, not yet cleared down

* The Reach! job status column uses these colours in the engineers' diary.

The engineer will enter the details onto the device (findings, action taken, etc.) while performing the task. If WinSTOCK is installed, the engineer can record which products he has issued from his van stock. Reach! can also force the engineer to complete a *Risk Assessment* on arrival, if desired, and a complete check list if a routine maintenance was done. After obtaining the customer's signature, the job completion details are automatically transmitted back to WinSIMS. New appointments are automatically created in the diary jobs the engineer marks it as 're-visit required'. (If the engineer is out

of mobile phone contact it will be queued and transmitted at the point when contact is resumed.)

The completed job details are automatically placed into a holding file. The service supervisor runs a program that examines each completed job in the holding file, and, depending on the circumstances, either clears the job down as a WinSIMS Site Visit, or presents it on screen to the supervisor for review/ amendment prior to the final clearing down. Even this process can be automated on request.

Site visits without Reach!		Site visits with Reach!	
Client arranges date & time	Yesterday	Client arranges date & time	Yesterday
Staff member logs visit date & time and prints the job sheet		Staff member logs visit date & time and sends the job to the engineer in a single process	
Someone sorts the job sheets by engineer		Office staff sends the rest of tomorrow's jobs to the engineers' devices	
Engineers come to the office to collect their job sheets			
Engineer maintains the installation and fill out his multi-part paper job sheet and, possibly, a separate paper asset list and paper risk assessment	Today	Engineer maintains the installation	Today
		Engineer's device returns completed job details, parts used[1], signature, asset list, pictures, risk assessment, etc.	
		Supervisor checks (using SuperView) the return for job info accuracy, after which all site visit details are added to the correct clients automatically	
		Accounts invoices client for parts used and emails or posts the invoice and/or a copy of the job sheet. The job sheet and Risk Assessment information is stored in WinSIMS.	
Engineer returns to the office to hand in completed job sheets and other paperwork[2]	Tomorrow?		
Supervisor checks for accuracy of information	Next week?		
Office staff types all visit details in to the Site Visit page			
Accounts invoices client for visit or parts used or both[3]			
Office staff scan in and shred, or file the paper job sheets	Whenever?		

Benefits

Reduced costs

- reduce printing costs by eliminating paperwork for engineers
- reduce vehicle mileage
- reduce engineer related office labour
- reduce phone bills

Increased productivity and efficiency

- no engineers' dockets to print, collect, scan or file
- engineers need not visit your office to collect new job sheets and hand in their completed ones. (Reach! companies often see a 10% productivity increase.)
- office staff no longer type site visit details into WinSIMS
- jobs are sent to engineers direct from the call-out logging screen
- allocate callout jobs to engineers already working near the client
- client Health & Safety warnings are sent to the engineer, who can optionally be forced to complete a Risk Assessment before commencing the job
- for after-hours calls the engineer can create a new job on the device after checking the customer's account and systems status and is warned when the client is 'On Stop'
- the device shows the equipment installed at the site and the engineer can make changes and add comments
- the engineer can issue stock direct from his or her device[1]
- one-click dialling to the client's phone number and/or a text message to a mobile
- various routine maintenance and other check lists of up to 80 check ('tick') boxes per discipline with comment fields and 20 text fields per installation category.

Improved cash flow

- no more waiting for engineers to hand in their worksheets: invoice the job on the day the work is carried out. (The information sent by the engineer includes parts used*, time spent on site and the customer's signature.)
- Batch invoice chargeable site visits daily.

Better management controls

- view the current job status in the Engineers' Diary, which gets updated every time the engineer sends a key message (On way, On site, Completed)
- review completed work before it is allocated to the client's record
- produce various management reports, including time sheets
- GDPR compliant

Dependable technology

- Reach! software was introduced 12 years ago and has been installed at over 60 companies in the UK and Ireland with some 500 devices in the field.

Note Reach! gets its data from WinSIMS and the Reach! app assumes that you use the WinSIMS fields as they are meant to be used. Contact us if you have any doubts.

[1] Requires the WinSTOCK module
[2] Several companies told us that this can take a week or more
[3] Internal delay means that the client could (hence probably will) take an extra 30 days to pay

Technical information

The Webserver

The Reach! webserver, supplied by ACA, is a standard PC running Windows 10 Pro. Once installed and tested it has no mouse, keyboard or screen connected, the only access being via Remote Desktop (or VNC).

Smartphones

The Reach! version for Android was released in October 2012 and in 2017 the Windows version was discontinued. On Android smartphones, Reach! adapts to the screen size in use, including 7" and 10" tablets and no stylus is necessary. The Android version of smartphones and tablets should be version 6 (October 2015) or later.
We test Reach! on the following Android devices: the Samsung Galaxy Nexus, the Galaxy S8, S9 and a Galaxy tablet. If the proposed Android smartphone or tablet is a model of which we have no prior experience, we recommend providing us with a test unit before committing to a long-term phone contract or outright purchase.

Tablets

There is a wide range of Android tablets available and a model with a 4G SIM card is recommended. You even can use the low-cost Amazon Fire, tethered to any mobile phone.

Data usage

You will have to pay standard GPRS connection charges and normal airtime charges through the package that you have with your mobile telephone supplier. Typically your average monthly free data allowance is much more than Reach! uses in a year.

Data usage calculator

No. of PDAs: 10

Average no. of jobs/day per device	Data usage/month		Data usage/year	
	Low (All figures are approximate)	High (All figures are approximate)	Low (All figures are approximate)	High (All figures are approximate)
	Mb	Mb	Mb	Gb
1	5.46	8.86	65.5	0.11
2	10.92	17.72	131.0	0.21
3	16.38	26.58	196.6	0.32
4	21.84	35.44	262.1	0.43
5	27.30	44.30	327.6	0.53
6	32.76	53.16	393.1	0.64
7	38.22	62.02	458.6	0.74
8	43.68	70.88	524.2	0.85
9	49.14	79.74	589.7	0.96
10	54.60	88.60	655.2	1.06

Shown here is the monthly and yearly usage for ten devices. (We shall send you a data calculator in XLSX format on request.)

Most mobile phone suppliers offer 250Mb or 500Mb free data download per month and it is clear that your hard-working engineers would be pushed to use 8Mb per month. (This assumes, of course, that your engineers do not access games, YouTube, Facebook, WhatsApp, Snapchat, Netflix and other non-work related sites.)

Use the figures in the **High** column if you use Stock issue, Spec items and photographs and allow more if GPS signals are recorded for the tracking module. There will be cost savings as a result of the reduced use of telephone calls to the engineers' mobiles.

IT / Network requirements

You probably have everything you need if your office has internet access and a fixed IP address. Our quotation shows full details and is available on request.

Optional tracking via a link to MapPoint

Available on request is a document explaining the WinSIMS – MapPoint link, that allows WinSIMS to plot engineers' current positions or their route history over a date range in a MapPoint map, from the GPS data sent with the Reach! program data.
The mapping will not be up to date in a few years (Microsoft announced they are no longer developing MapPoint and AutoRoute) but the location, speed, time and direction will still be correct. (We intend to have a replacement for this within the next 12 months.)

GDPR

Reach! server
No data is stored on the Reach! server.

Devices
There are built-in features, such as a 10-digit PIN (4 on the device and 6 in Reach!) before you can start the Reach! application on the device; an automatic 3-part verification for each communication (to check that the device is authorised to receive or return a job); wiping of search information and more. Engineers' after-hour searches are monitored and there is a standard report that will list these searches.

During an average year:

You print 3 reams of paper for **each service engineer**,

who write on those 3 reams of dockets, after which

each docket is typed in as WinSIMS site visit.

Every piece of paper has to be scanned in (& shredded) or filed away

1 ream = 20 quires = 500 sheets
5 jobs/day = 1,200 dockets/year
6 jobs/day = 1,440 dockets/year
7 jobs/day = 1,680 dockets/year
8 jobs/day = 1,900 dockets/year

Why not use one of these?

Reach!

for Android smart phones and tablets