



## Streamlining Operational Processes Across The Service Chain

Empower mobile workers to enable greater productivity, cost savings and efficiency.

## Solve These Business Challenges

Manual allocation of manpower or resource for each work order received.

High operational cost and maintenance.

Lack of visibility over work order progress and status.

Risk of work frauds and thefts, causing repeated complaints.

Delays in responding to public complaints and emergency.

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## SOLUTION BRIEF

# TM One Mobile Field Workforce

Connecting agents, dispatchers and service technicians on a single platform


**TM One Mobile Field Workforce (FORCE)** is an all-in-one system that helps operational teams and management to manage field technicians' schedules, assign work orders and receive constant and immediate updates on the status and progress of jobs done on-site. The system is easily accessible from anywhere at any time, through the web portal and mobile app.

Suitable for any industry, from manufacturing to logistics, banking or public services, TM One FORCE empowers transparent, seamless and efficient communication across divisions that will eliminate improper delegation of work orders, especially for a team that receives quite a hefty amount of work orders in a day. It will also improve response time and job delivery to public complaints for public assets that require repair works and maintenance. When integrated into existing systems that a company is already using, such as HR or finance systems, TM One FORCE will be a more valuable asset than just assigning work orders.


## The Power of TM One FORCE



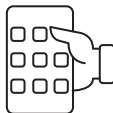
## TM One FORCE Features




**Task Scheduling and Team Management**  
Enhance teamwork and communication through easily accessible task scheduling.




**Business Performance Metrics**  
Measure team and business performance with real-time data.




**Mobile CRM**  
Access your customer profile on the go. Call them directly from your TM One FORCE tablet.



**Field Force Tracking**  
Get the real-time online/offline status of field technicians' location, with GPS location and ETA estimation.



**Management Report Analysis**  
Use our auto-generated management reports to make decisions and cut down on meeting time.



**Tickets and Activities Status**  
Access to real-time status of tickets and activities (open, cancel, pending, close).

Embrace the future of work and streamline your operational processes by integrating data, workforces and processes. Gain real-time visibility to deliver productivity and efficiency. TM One FORCE provides seamless connectivity throughout the entire service chain, so you can deliver a great total customer experience.

To learn more about TM One FORCE, please contact your TM One representative or TM One business partner, or visit our website:

<https://www.tmone.com.my/solutions/smart-services/>

### About TM One

TM One, the business-to-business arm of Telekom Malaysia Berhad (TM), empowers enterprises and the public sector to challenge the status quo and creatively disrupt various industries with the latest digital technologies and solutions across cloud, connectivity, cybersecurity and smart services.

For further information on TM One, visit [www.tmone.com.my](http://www.tmone.com.my)

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## Modernise Your Field Service Solution



### Connectivity

Empower agents, dispatchers and field technicians to deliver end-to-end support.



### Intelligence

Automate scheduling based on essential criteria to optimise on-site service and turn data into action.



### Mobility

Receive information and share job updates anytime, anywhere from any device.

[Learn More](#)



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