

Seamlessly Streamline and Automate Workflows



Optimise Workforce Management, Stock Tracking and Route Planning with **Altlogic** Software Solutions, Enhanced by Validated Mobile Devices from **Zebra Technologies**



The global pandemic triggered increased interest in process digitalisation and automated workflows across all industries and business sectors. Innovative Altlogic software enables optimised end-to-end workforce management solutions, agile stock and asset tracking, plus easy route planning and task support for remote workforces.

Built for Specific Business Needs

Demand for streamlined systems and automated workflows was already strong in certain industry verticals before the outbreak of Covid-19. The global pandemic only accelerated the need for many businesses and organisations to embrace digitalisation that helps to support contactless processes while also reducing the amount of time teams spend on workforce management and task completion.

As an established supplier of software that helps to simplify processes in even the most complex business, Altlogic is helping clients in many different business sectors to use sophisticated, yet intuitive, technology to drive both internal efficiencies and end-customer satisfaction.

Focused around a fully configurable, hardware agnostic platform, our completely integrated OfficeLogic and FieldLogic software solutions can be customised to suit specific organisational needs. They provide a fast, flexible and easy way for all sorts of businesses to realise the operational benefits of streamlined processes and automated workflows.

With no disruption for migration and impressive agility in terms of sector applications, flexible functionality and easy integrations, we have earned a reputation for enabling effortless task and workforce management while offering exceptional customer support.

Smart Solutions to Streamline Task Management

When everyone from nurses to delivery drivers to field service engineers can be considered remote workers, moving around to complete daily tasks away from their base station, it's important that our software solutions and recommended hardware devices are fit for purpose in multiple environments.

Ideal for organisations of all types and sizes, Altlogic software can be fully customised to optimise end-to-end workforce management solutions, enable streamlined stock and asset tracking, or to offer easy and efficient route planning and support resources for teams travelling away from base to complete field service tasks.

Our software solutions are compatible with many different types of hardware and operating systems. Customers can opt to purchase new hardware or to continue using their existing devices.

While we offer support for all major mobile hardware, we do recommend specific devices that are validated with our solutions and often also advise customers to consider rugged hardware for their workforce. Ruggedised devices are built to withstand extensive everyday use, harsh environments, multiple drops and are typically also more secure than consumer-grade devices.

As a Zebra Technologies Premier partner, we frequently supply the following validated devices, recommending them for their excellent return on investment and total cost of ownership:



Our flexible solutions seamlessly integrate with any third-party software provider able to support API development to create an easy all-in-one solution that helps to elevate your business performance. Current key integrations include Salesforce, IBM WebSphere, Microsoft Azure, Trimble Maps and Oracle Utilities.



14% fewer vehicles

Optimal route planning enabled one company to reduce the number of vehicles on routes from 70 to 60.



Same-day fix

Altlogic software enabled another customer to reduce a problem fix time from 2 weeks to same-day resolution.

Altlogic business streamlining solutions are ideal for:

- ✓ **End-to-end workforce management**
Gain full visibility of field-based teams, their tasks, consignments and compliance requirements, and host instructional resources for easy access by field service workers.
- ✓ **Stock and asset tracking**
Track goods and consignments in and out, providing real-time oversight of stock locations and consumption along with a time-stamped audit trail of stock movements.
- ✓ **Route planning and optimisation**
Flexible and fully customisable modules allow you to plan, optimise, schedule and allocate routes to your fleet of drivers, and to track journeys by cost.
- ✓ **Real-time analytics and reporting**
Quickly and easily create bespoke reports using real-time data and drill-down functionality to view progress and performance, or to identify and remedy any problems.
- ✓ **Workflow automation and integration**
Use a visual, drag-and-drop process to create and easily share multiple variants of bespoke workflows to suit your specific business needs.
- ✓ **Case management**
Quickly and simply open, update and close support tickets, to enable easy issue management and ensure optimal customer and workforce servicing support.



Further Enhancing Delivery Service Operations

Delivery and field services are common applications for Altlogic software. When independent, family-owned builders' merchant Elliott Brothers Ltd was looking for a solution that would streamline and improve its delivery service processes, the firm was impressed by what Altlogic could offer.

Elliotts' delivery service is provided by 50 drivers across 13 branches. They previously relied on paper-based delivery notes, which were printed daily and handed out to drivers. If a driver needed to contact a customer, they would refer to the details printed on the delivery note and call them manually from their mobile phone. Conversely, if a customer wanted an update on their delivery, they would have to contact branch staff directly. This inconsistency and inefficiency of processes combined with the lack of visibility of job progress resulted in wasted time and resources.

The flexibility and customisation that Altlogic offered allowed its solutions to seamlessly integrate with Elliotts' existing processes and business applications – meaning data would no longer be manually entered or double-handled.

Partnering with Altlogic has enabled Elliotts to:

- Enjoy paperless route planning and make deliveries with optimum ease;
- Carefully plan deliveries to maximise vehicle capacity and minimise the number of trips;
- Enable order tracking throughout the entire lifecycle;
- Introduce live delivery status and updates for staff and customers;
- Benefit from seamless document management, with detailed reporting and analytics;
- Provide proof of delivery via photograph and digital signatures.

Head of IT at Elliotts, Adam Gunning, said:

“We understand that our way of working was unlike anything else Altlogic had tackled before, but they spent a lot of time talking through the options with us and suggesting ways we could improve processes within the system. The confidence they demonstrated in their ability to meet our needs really set them apart from the other solutions we were considering. They have enabled us to plan, monitor and execute deliveries while keeping customers up to date with the status of their orders in a way we could never do before.”

RFID-Ready for Modern Healthcare Solutions

With all software and hardware RFID-ready, Altlogic solutions are also ideal for meeting the needs of modern healthcare operations.

When non-clinical estates services provider QE Facilities (QEF) required a reliable and stable software suite to provide a simple proof of delivery and chain of custody solution, Altlogic ticked all the boxes.

Based out of the Queen Elizabeth Hospital in Gateshead, QEF primarily provides pathology transport services on behalf of NHS Trusts across the UK. The nature of pathology products presents transportation time constraints and calls for signatories to be closely monitored to ensure contract compliance. Altlogic was selected because the level of customisation available within the core software product meant that QEF's unique needs could be met exactly.

Bespoke workflows were built to match the exact processes of QEF and its clients, and an interactive dashboard now displays all pathology transportation routes in their scheduled arrival order. A 4-hour global timer allows close monitoring of all routes, identifies which are beginning to run low on time and makes an operational decision if intervention is required by the management team.

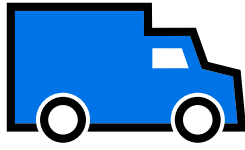
Paul Bowmaker, Associate Director at QEF, said:

"We have been most impressed with the support provided by the technical team when dealing with issues that may affect our ability to deliver service. All the data that QEF collates is used for KPIs and without the ability to collate this data, monthly contractual reports may be compromised. When unexpected issues have arisen in the past, the Altlogic team have immediately jumped on a solution and kept in constant contact to let us know an accurate ETA for resolution."

Easily integrated Altlogic software is commonly used by customers in sectors such as:



Healthcare



Transport and
Logistics



Field Service



Utilities

Key benefits – how Altlogic solutions help elevate your business:

Streamlined workflows

Simplify workflows and mirror client processes

Maximised efficiencies

Automate and optimise day-to-day operations

Improved client satisfaction

Provide a seamless customer experience

Real-time performance management

View and share live KPIs and performance data

Contactless and paperless

Digitise your business and simplify administration

Explore Your Options Today

Contact us to request a free consultation and demo:

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