



Mobile Employees

Business Dilemma

In an era of diminishing budgets, and increasing workloads, several business units within the County asked MCIT if technology could assist in increasing efficiencies of those employees whose primary job duties were performed outside the traditional office setting.

Solutions Approach

Through direct interviews with County field workers, MCIT identified the following:

- Average time spent performing core duties was diminished because information gathered in the field had to be inputted into computer systems at the office
- Information gathered during performance of core duties in the field was not 100% accurate 100% of the time due to having to transcribe hand written notes when returning to the office & the lack of available automated tools used for accuracy of measurements in the field
- The need for information in the field often prompted the need to communicate with other office personnel further reducing agency wide efficiencies

MCIT surmised that based on these target areas, extending the computing environment to the field for these mobile workers would result in the greatest efficiency and accuracy gains. Agency employees were provided laptops; cellular wireless cards; mobile printers & in-car racking systems.

Results

As the result of a pilot mobile workforce trial, it was determined that an average worker whose primary duties are performed outside a traditional office environment would present the County with a net savings of \$ 3,400 in direct and indirect costs annually. This figure will increase over time. In addition, all workers reported a substantial increase to the amount & accuracy of work they can perform.