

MOBILE CASE MANAGER SIMPLIFY YOUR REPORTING PROCESS



Illegal dumping of waste in local parks, along bikeways, trails and public roads not only affects the image of cities and their waste disposal services but it also can be dangerous and pollute land and waterways. Therefore, it is essential to clear away those messy places as soon as possible. Some municipalities have assigned this task to the local waste disposal contractor. Bearing in mind efficiency and responsiveness aspects how can this process be integrated in the overall IT strategy of your company? The Case Manager by PROLOGA offers an integrated approach.

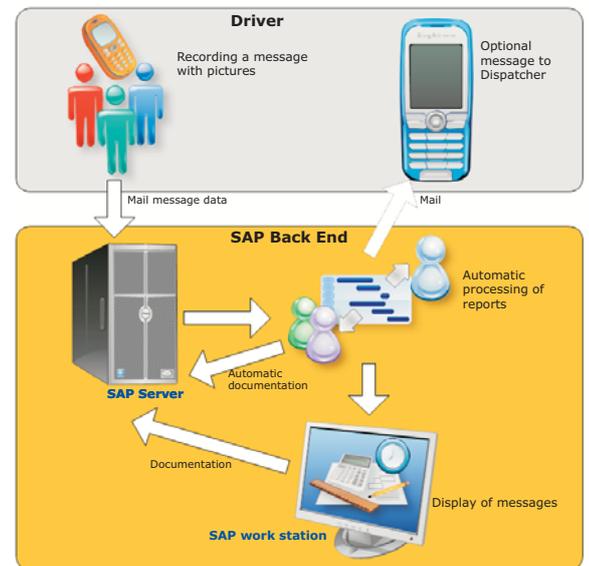
The application enables a notifier to take photos of a messy place and send it directly to the SAP system of the waste management company. The incoming message contains as well information on the type of waste/pollution, the time of acquisition and a GPS coordinate that enables the dispatcher to directly display

the place on a map in its SAP Waste and Recycling solution. Having the information available the dispatcher can immediately create a waste disposal order in the system assigning the relevant resources and triggering order processing.

Of course, there is more to think of, such as cooperation with the health and safety department in order to initiate prosecution or the deployment of the app when servicing major events. Another idea might as well be to reward attentive citizens for helping make a town cleaner in a yearly tombola.

To make it short, this application offers waste and recycling companies not only the possibility of a simplified notification process with an

improved responsiveness but can contribute massively to an improved image and perception as state-of-the-art business.



Mobile Case Notification and Processing

Mobile Case Manager (MCM) is a comfortable system to create case reports including geotags that are sent automatically from a mobile device into your SAP ERP to start the follow up processes there. The geotags are geo-coordinates (GPS) linked with more useful information such as photos or comments.

Thus your employees in field service can send cases directly to your SAP system including the required information for your follow up processes. The application Mobile Case Dispatcher (MCD) is installed to a mobile device (e.g. Smartphone) and can be run at any time. To keep the usability as simple as possible the most available data is collected automatically in the background by using data and functions which are available on the device.

This information will be linked to the case that is to be created.

Additionally the user can give further information. For example case category, priority and photos.

Subsequently the SAP system interprets the received data. Now the case is available in the head office for convenient processing. Therefore the determined location and the corresponding data can be displayed on a map.

Use Case

Event-Management

A waste disposal company is appointed to care for the tidiness at a big event site. For this case your teams and possibly the ones from the organizing company will be equipped with mobile devices including MCD. Via the mobile application problem areas will be forwarded with photo and GPS-coordinates directly to those responsible.

A case classification could be like this:

- "Container full (urgent)"

- "Container full"
- "Path / Course very dirty"
- "Path / Course dirty"
- "additional Container needed"

Of course many more use cases are possible. With respective shaping these could also be mapped with MCM.

More and more cities and municipalities have to face rising costs resulting from illegal dumping of waste in local parks, along bikeways, trails and public roads.

So far the field services are not adequately prepared. The Mobile Case Manager can bridge this gap and uses actively state-of-the-art technologies.

Using MCM on a Mobile Device

The shaping of the application on a mobile device is made as simple as possible to reduce complexity for the user. The output on the mobile device can look like this: (Figure 1)

Processing in SAP ERP

If the cases are reported to the SAP system they can be processed there. Of course the list of cases can be filtered by status or category and priority. Additionally there is the possibility to show the location of a case on a digital map.

Subsequently the dispatcher has the opportunity to transform the cases to cleaning orders (waste disposal orders) and to dispatch these as usual. Of course existing cleaning objects and/or respective contracts will be suggested.



Figure 1: Screen output on mobile devices

Figure 3: Filter criteria for cases

| Filter | Number | Creation time |
|--------------|--------|---------------------|
| ▼ New | | |
| In process | 333 | 15.12.2010 15:00:15 |
| Completed | 347 | 17.01.2011 10:23:43 |
| Acknowledged | 348 | 17.01.2011 10:23:58 |
| Canceled | 349 | 17.01.2011 11:29:39 |
| All | 350 | 17.01.2011 11:36:55 |

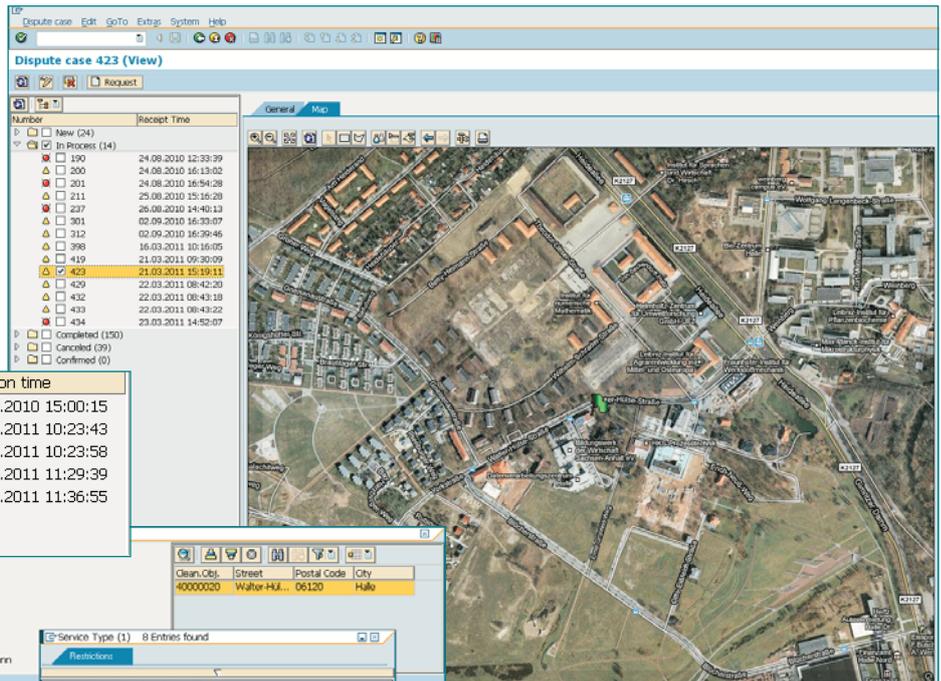


Figure 2: Screen of reported cases incl. map

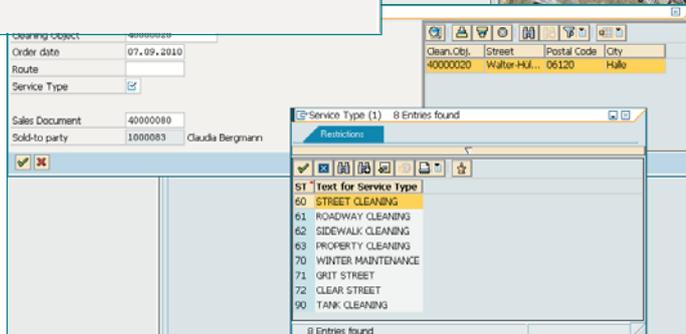


Figure 4: Detail Screen of a mobile case

AT A GLANCE

Summary

Mobile Case Manager offers the opportunity to send cases directly from field service, e.g. via smartphone, including linked information such as geo-coordinates, photos, case category and priority to the head office and processing these as new waste disposal orders in SAP ERP.

Benefit

- **Image Improvement** by faster reaction to occurring cases as high soiling, container damage, crammed containers etc.
- **Increasing efficiency** by registration of cases in real time on site and direct transmission into the SAP system for processing.
- **Simplification of the reporting process** by category defaults and additional exact electronic location information.

Further Information

If you want to learn more about the optimal implementation of MCM into your processes please do not hesitate to contact your PROLOGA-Contact or visit us online at www.prologa.de.

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