



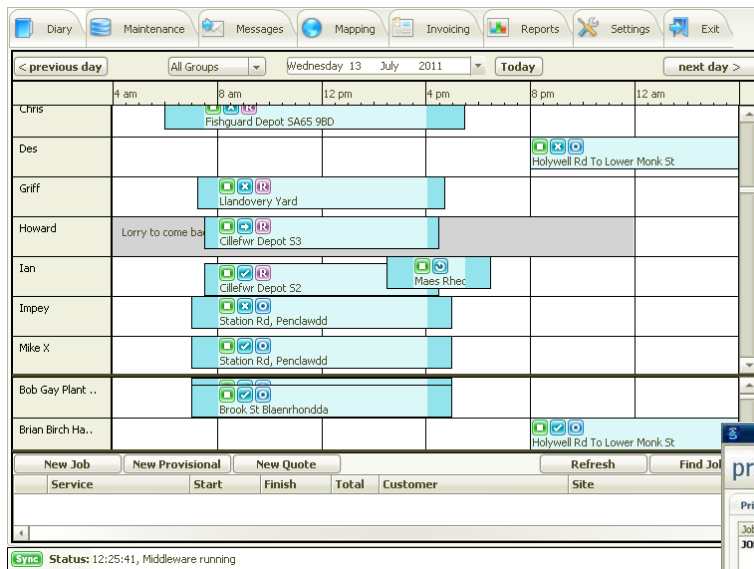
# glimpse

## Remote Worker Management



### Product Description

Glimpse provides a comprehensive yet simple remote management solution for organisations that have many mobile workers and teams of workers of different types performing their day to day activities. Jobs can be created from different locations, e.g. contact centres or department HQs, as provisional and unallocated. These jobs can then be allocated to the nearest and most appropriate person or team by the team leader/supervisor.



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Jobs can be scheduled and allocated in advance or allocated through the day, on a priority basis.

The mobile worker receives a list of jobs/visits on their PDA, including suggested times to perform each job. The job status is monitored in real time on a Gantt style diary view. Job locations can be displayed by the mapping system, enabling the team leaders to allocate any emergency work to the most appropriate person or team nearest to the point of delivery.

**preview**

Job No: 3086... Description: Road Sweeper Hire Qty: 10 Rate: 37.00 Net: 370.00

Net sub total: £370.00 Net: £370.00  
 Discount: 0.00 VAT: £64.75  
 Gross: £434.75

Invoice details: Site: Collage Road, Carmarthen; Ref O/N: Verbal

Customer Details: Randalls Groundworks Ltd; Monmouth House; Park Road; Abergavenny; Monmouthshire; NP7 5TT

Map: Shows location in Carmarthen, Wales.

### Main Functionality

- Job creation, scheduling and allocation to most appropriate team/individual nearest to service required.
- Simple mobile client - receiving list of jobs consisting of address, contacts, suggested times and service/task required
- Diary view of all jobs/tasks and their current status
- Remote worker management
- HQ mapping screen showing GPS locations of operatives/teams
- Breadcrumb trail mapping of job
- Full job costing, mapping and signature on completed job card.
- Full integration possible with corporate system for Order/Client number, service and address.
- File maintenance of all elements - Users, devices, operatives, teams, services

## GLIMPSE – Components & Features

<b>Glimpse Server</b>	MS SQL Database	Stores all data relating to Sites, Orders, Operators, Jobs, GPS tracking data and Costing information
	Middleware Component	Manages data traffic between FTP Server and Database
	FTP Server <i>(Hosted by Symltech or Customer)</i>	Facilitates asynchronous data transmission between PDAs and Database
	Receipt Server <i>(Hosted by Symltech or Customer)</i>	Prepares and transmits e-mail and faxes generated by Glimpse
<b>Glimpse Desktop</b>	Desktop Application	Displays job information and provides management screens for all administrative functions
	MS Word	Used to display reports and other documents
	MS Excel	Used to display reports
	MS MapPoint	Used to display maps and GPS tracking data
<b>Glimpse Mobile Desktop</b>	Laptop version of Glimpse Desktop	Can be deployed on-site for disaster recovery situations.
<b>Glimpse Mobile</b>	Windows Mobile 6.5 Application	Displays job information and messages for remote worker. Collects job information and GPS tracking data. Maintains communication with FTP Server

## Glimpse Environment

The Management Server requires a minimum of 2GHz processor with 2Gb RAM and 10Gb Hard disk running Windows Server 2003/2008, Windows XP Professional or Windows 7. The database requires Microsoft SQL Server 2008 full or express editions.

Glimpse Desktop and Glimpse Mobile Desktop will run on most current desktop, laptop or tablet PCs running Windows XP or Windows 7.

Glimpse Mobile will run on most Windows based smartphones with the Windows Mobile 6.5 operating system. There are early plans to expand to Blackberry, Android and Windows Phone 7. Other devices can be used by remote workers to feed into Glimpse Management e.g. Digital Pen and other mobile solutions.

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