



FarEye

A Mobile Workforce Management Platform



SAMSUNG
ENTERPRISE ALLIANCE
PROGRAM



July, 2016
SEAP
Global B2B Service Group



Company profile



Company	FarEye
Headquarters	New Delhi, India
Year Established	2013
CEO	Kushal Nahata
Number of Employees	20-50
Website	http://www.getfareye.com/
Business Areas	Logistics, E-commerce delivery companies, BFSI, Telecom – any company with mobile workers
Solutions	FarEye – A mobile workforce management platform
Samsung SDK Adopted	Knox Standard SDK
Key Reference Client	Blue Dart – DHL To schedule and dispatch deliveries, monitor execution and analytics for evaluation of performance; visibility and co-ordination with field employees all in real time



Solution Overview: FarEye

A SaaS based configurable & scalable platform; FarEye's mobility solution solves the critical problem faced by any business - real time coordination between mobile workers, field jobs and customer requests.

Key Features:

- Customizable features and UI
- Mobile device management
- Business Process Management
- Digital Data Collection from Field
- Real Time Co-ordination
- Analytics and Automated Reports
- Schedule & Dispatch

Benefits:

- Increased customer satisfaction
- Increased productivity
- Increased employee performance
- Enhanced decision making & manager control



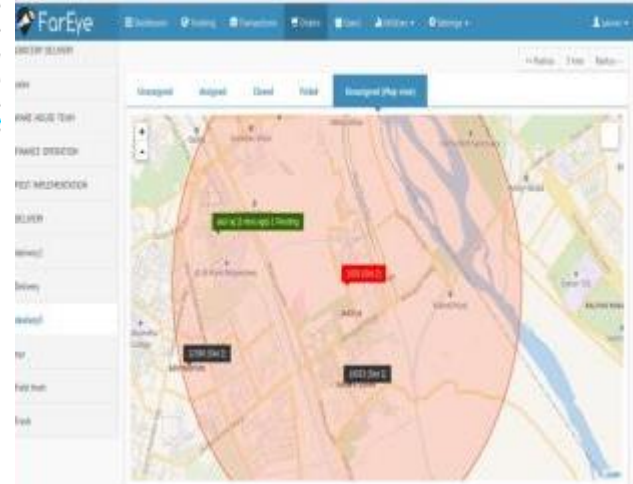
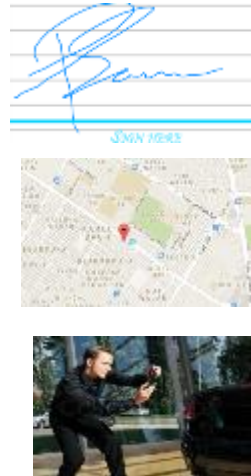
Solution Overview: FarEye



Choice of Payments



Automated Proof of Job Attempted



Ability to identify closest idle workforce for additional jobs



Target Businesses

Customer-centric businesses with mobile field workers

The FarEye solution has had success in multiple different verticals, receiving endorsements by leaders in key verticals.

Target Industries:

- Banking, Financial services and Insurance (BFSI)
- Logistics
- Ecommerce
- Telecom
- Healthcare
- Consumer Durables
- Manufacturing
- Retail



Reference Customer Case – Blue Dart

Business Need

- Extensive visibility & real time coordination
- Bring down high number of multiple attempts
- Reduce operational costs

Solution

- FarEye's Delivery Management Software to automate the entire delivery process

Blue Dart

Blue Dart is known for Fastest delivery & Reliability better than anyone else in industry. It keeps on upgrading itself as per the changing customer's requirement and market trends. They have launched wide range of innovative services ahead of competition- hourly deliveries, same day deliveries, preferred delivery time, preferred delivery modes with different timings etc. are the few such solutions.

Results

- 8% increase in Blue Dart's first time success rate
- Improved customer satisfaction
- Reduced operational costs

"FarEye and Blue Dart share the synergy of being a robust, yet flexible and customizable system that can adapt to changing trends of their customers and always making them feel like a priority. The synergies are perfect and that why we chose you."

Krishnaraj, Head E-Tail Operations, Blue Dart



Solution Workflow and Architecture

Admin / Office Manager



Set and track jobs for field Staff

FarEye



Auto assigning / Job dispatching with route planning (TSP* algorithm)

Field Staff



Job list received on phone



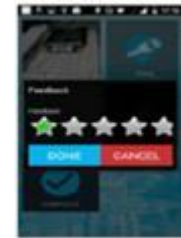
Proof task is completed with photo and customer signature



Admin Analytics: job details, receipts, customer satisfaction rates, job success rates.



Data flows back into the FarEye servers for it to be stored on the FarEye cloud.



Customer can also rate the service

Integration with Samsung Devices

KNOX Standard SDK

- Block Settings access and not allow changes
- Lock GPS to always ON for accurate location
- Keep FarEye App always running
- Disable Apps that drain battery and data
- Disable Google Play store
- Disable Notifications

Featured Hardware

- Android OS 4.2 and up required
- Works on any tablet or phone screen size



Country and Language Support

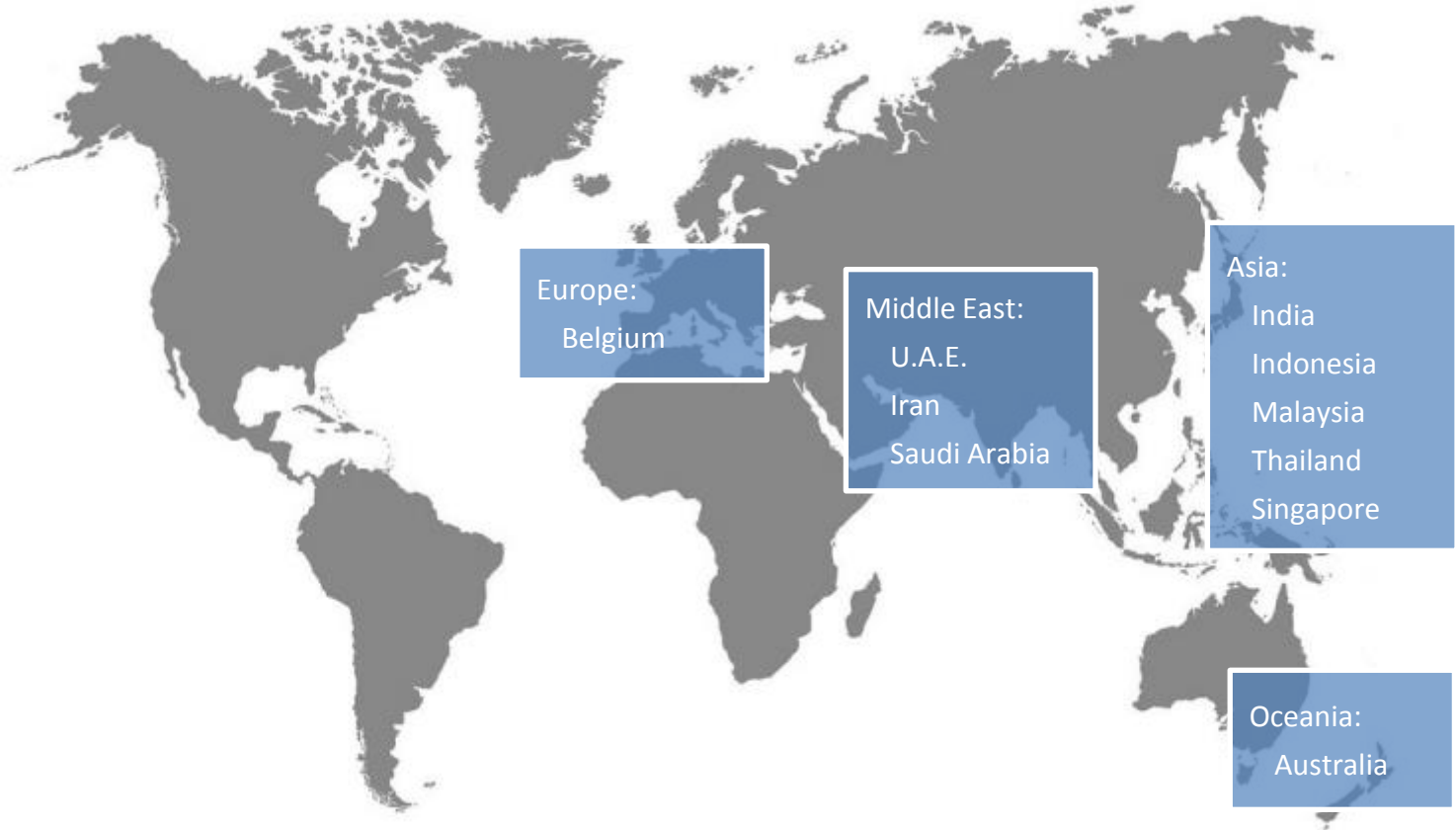
Current Language

Support:

- English
- Hindi
- Arabic
- Indonesian
- Malaysian
- Thai

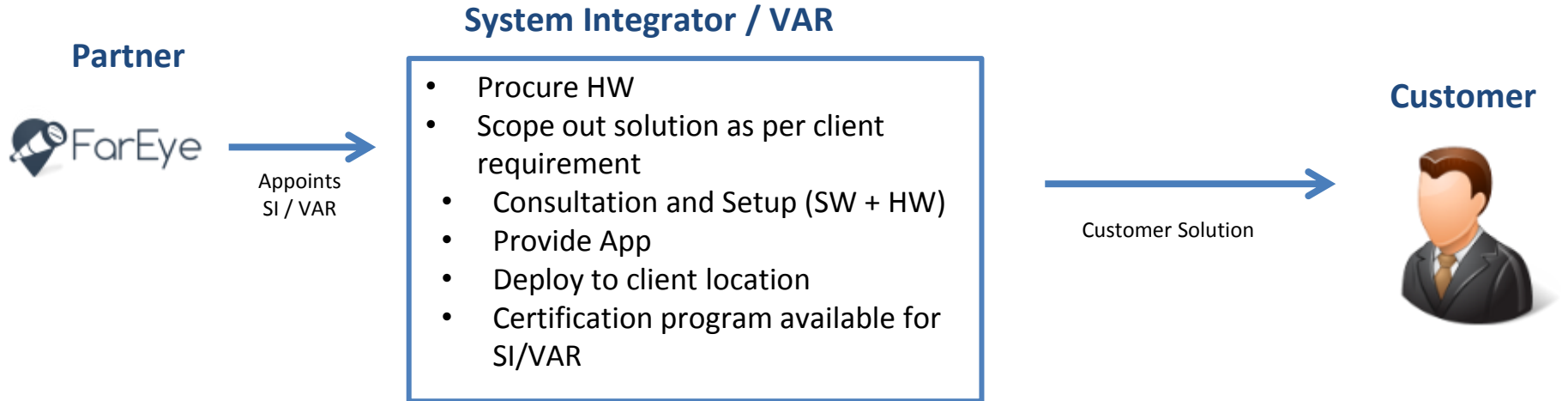
Languages not listed:

App supports UTF-8 standard capable of encoding many languages.



Business Model

FarEye sells their solution through SI and VARs



Appendix

The FarEye Solution: Customer vs. Employee



Customer side

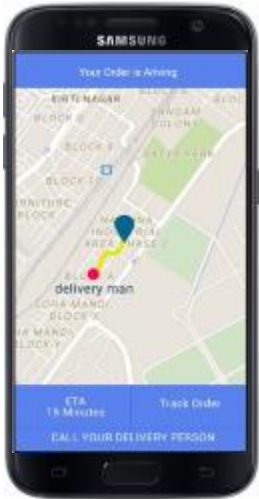
Tracking the Order by the customer:

- No repeated calling to track order
- Estimated time of arrival provided
- Location of delivery person given

Employee side



Intelligent TSP* Algorithm with configurable parameters like timeslots, capacity, work hours and scheduled job time



Target Businesses



Delivery-
Logistics
Ecommerce
Home healthcare

DHL
Landmark
Dr Lal Path Labs



Service-
Engineers
Technicians,
Construction,
Telecom, Power

Hitachi
Kores



Data Collection-
Microfinance
Banks
Insurance

Bajaj Capital
HeroFinCorp



Field visit –
Order booking in FMCG,
Field representatives in
Pharmaceutical

Walmart India
Apollo

Endorsed by leaders in each vertical



Business Process Management
Customize & Design your own workflow



MDM

- Controlled settings
- Remote Wipeout
- Always run rights



Uberization

- Auto – broadcast
- Time bound acceptance



Choice of Payments

- COD
- Digital Payments
- Prepaid



Customer Experience

- Tracking options
- NPS Capture at POS

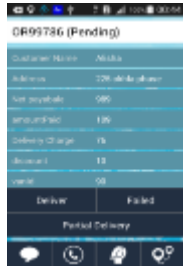


Schedule & Dispatch Jobs

- Manual Assignment
- Auto – Routing
- On-Demand/ Hyperlocal dispatch

Mobile Assist for field executive

- Customer information at hand
- GPS/ Navigation Assist
- One touch SOS/ Call buttons
- Pre- stored SMS
- Daily score card in hand
- Auto SMS from server



Data Collection from Field

- Digital proof of attempt
- Digital Signature
- Photograph
- E- KYC
- Customer Feedback
- Geo location capture



Real Time Co-ordination

- Comprehensive Dashboard
- Live tracking
- Map based view
- Hub wise performance
- Live Job Updates
- Phone Activity Access

Analytics & Reports

- Heat maps
- User Summary Report
- Mileage & Efficiency
- Operational statistics
- Cash reconciliation
- Transaction dump
- Process & order dump
- Communication logs

