

Welcome to TeamWherx™

Welcome to TeamWherx™, the pinnacle of mobile resource management solutions. Communicate with and direct every aspect of your field workforce to unlock your company's untapped potential.

Designed to apply to virtually any industry, TeamWherx™ includes the essential features which will help improve your company's communications while also providing real-time insight into what goes on both in and away from the office. Let TeamWherx™ help make your business more productive, profitable, and secure.

Mobile Timekeeping

Eliminate unnecessary trips back to the home base and give your workers more time accomplish their tasks. Allow workers to clock in and out from their mobile devices.

- Record hours from wherever the job takes your field workforce.
- Track lunch and break times to maximize efficiency.
- Reduce instances of unnecessary overtime pay and gain insight into where your mobile employees are when they clock in and out by using GPS timestamps.

Intelligent Tracking

Boost your team's productivity with real-time insight into your workforce's locations and activities. Receive positional updates whenever certain events occur regarding your employees, assets, and/or vehicles.

- Monitor daily events in a single, straightforward timeline.
- Use field-provided data to understand current availability and increase productivity.
- Adjust ping rates for greater visibility as needed.

Wireless Forms

Easily create digital versions of your company documents to save time, reduce paper expenses, and get data faster.

- Use Barcode Scanning to manage inventory and scan barcodes or QR codes with a mobile device camera.
- Create forms on the web and transfer them to field workers for completion.
- Allow workers to fill out incomplete digital documents by passing them from one device to another with Form Workflows.
- Easily access form data with API integration.

- Attach photos, signatures, audio, and more to digital forms; plus, perform automatic calculations.
- Dynamic Lists helps limit errors by letting you update text fields based on previous selections.
- Allow customers to request work orders at any time of day with Public Forms.
- Start a digital document through TeamWherx™'s web application via Web Forms.
- Accept payment for services provided in the field with Mobile Payments, powered by Stripe.

Job Dispatching

Create, send, and manage work orders to your remote field workforce in near real-time. Job information is available directly on mobile devices, leading to faster processing.

- Automate scheduled work orders and allocate them logically.
- Empower your workers to update the status of an order or job directly from the field, increasing the transparency of their workloads.
- View the history of all jobs completed in detail, with information collected from the workers who performed the tasks.
- Manage workloads in near real-time to take on more service calls and/or requests.

Dispatching Scheduler

- Easily assign new jobs with a simple drag-and-drop.
- View gaps in schedules to make better informed scheduling decisions.
- Use color coding to easily determine job statuses.

Intra-Company Messaging

Improve communications across your dispersed workforce with Intra-Company Messaging. Use it to coordinate with employees under a secure, closed network, and get directives across clearly and quickly. Communicate with groups of employees at once.

Marketplace

Use our Marketplace to learn how our solution integrates with other platforms. Fine-tune TeamWherx™ even more to your business's specific needs. Access pre-built modules from the dashboard to easily compose digital forms.

Custom Lists

Import spreadsheet data into a digital form automatically. Reduce manual data entry by updating information in bulk with Custom Lists

- Save time with quick uploads of specific data lists.
- Manage and update existing lists with .CSV file uploads or manual edits.

Import Tools

Speed up processes and save revenue by loading sets of data directly into the application. Import and update user, vehicle, geofence, and client details. Easily move data sets around for greater efficiency.

Manager App

Manage your workforce on the go with the mobile version of our web app

- Reduce response times for critical customer situations.
- Manage your team from virtually anywhere.
- Monitor your fleet from your device at any time.
- Stay up to date with near real-time activity updates, including clock-in and -out times, and when engines are turned on and off.

Client Custom Fields

Create new categories to segment customer data based on characteristics you define to more efficiently sort information.

- Make up to 100 different custom client fields.
- Track more relevant types of information to your organization.
- Know more about your customers with new ways to segment them.
- Dispatch instructions to mobile employees based on a created custom field.

Ad Hoc Reporting

Receive only the data that's most important to you and then export it based on the modules you use the most.

- Define criteria related to field activities and then send the information wherever it needs to go, whenever you need it.
- Create and save reporting templates to minimize rework and reconfiguring of key reports.
- Set a schedule for when and/or where reports should be emailed.



Concierge Services

Additional Benefits

We included multiple valuable resources with TeamWherx™ to help your team truly get the most out of its application usage.

- Get up to \$18,000* annually of professional or managed services, based on a minimum volume commitment.
- Receive personalized onboarding from U.S.-based personnel, module training, and free API access for integrating with back-end systems.
- Gain unlimited access to training videos and product information, monthly account analyses, and weekly and quarterly usage reports.
- Get support after hours and on weekends, as well as ongoing application training via webinars.

Mobile Telematics

Fleet Tracking

Pinpoint your vehicles from any web browser by integrating tracking devices that are simple to use. Install them via direct wiring or plug them into your vehicle's JBUS or OBD port. Keep track of metrics like vehicle speed, idling, or aggressive driving (hard braking or excessive, rapid acceleration). TeamWherx™'s Fleet Tracking feature can also potentially minimize loss and theft, since you always know where your vehicles are.

- Monitor and curb engine idling, which can prolong vehicle lifespans and reduce fuel costs.
- Reduce travel durations to new jobs by viewing near real-time congestion patterns with Traffic Overlay.
- Track routine maintenance schedules for individual vehicles in your fleet to help reduce the potential for costlier repairs.

Asset Tracking

Keep your valuable assets safe with GPS and motion-based monitoring technology. Set alerts using Asset Tracking and run reports based on the movement of your equipment.

- See exactly where your assets are from any location for greater peace of mind.
- Receive near real-time updates, alerting your system administrations whenever mobile assets are moved without your approval.
- When "fast track" is enabled for an asset-monitoring device, tracking occurs automatically every five minutes. When it is inactive, your devices only track once daily to save battery life.

By improving communication and streamlining your business practices, TeamWherx™ is a tailor-made solution specifically built to target the opportunities for growth in your organization. Our all-in-one application offers your workforce everything it needs to remain optimized for lower operational costs, greater efficiency, and higher productivity.

Tier Matrix

Features		TeamWherx™	TeamWherx™ Vault	TeamWherx™ w/ Fleet
Up to 5 Web Users Included**		✓	✓	✓
Workforce Management	Wireless Forms	✓	✓	✓
	Job Dispatching	✓	✓	✓
	Timekeeping	✓	✓	✓
	Smart-Device GPS Tracking	✓	✓	✓
	Intra-Company Messaging	✓	✓	✓
	Mobile Payments	✓	✓	✓
Concierge Services	After-hours emergency technical support	✓	✓	✓
	Customized employee usage guide (by request)	✓	✓	✓
	2 training webinars per year & 2 custom training videos	✓	✓	✓
	Up to \$18,000 in value per year in business services*	-	✓	-
Security First	Enterprise-grade data security that supports HIPAA/HITECH compliance	-	✓	-
	Data encryption at rest and in transit with 24/7 system monitoring	-	✓	-
	Dedicated firewalls complete with DDoS mitigation	-	✓	-
	Verified SAS 70 Type II and SSAE 16 data center	-	✓	-
	Regular security scans, penetration tests, and secure updates	-	✓	-
	Geo-redundant databases for disaster recovery	-	-	✓
Vehicle Tracking	Plug-and-Play or Wired Tracking Devices Included	-	-	✓
	Driver Behavior and Scorecards	-	-	✓
	Idle-Time Monitoring and Reporting	-	-	✓
Asset Tracking	Short- and Long-Term Deployment Options	-	-	✓
	Dynamic Tracking Based on Movement	-	-	✓
	Breadcrumb Trails, Movement Alerts, and Time at Geofence Reporting	-	-	✓

*Customers with 1–10 licenses receive up to \$1,000 in value. Customers with 11–30 licenses receive up to \$6,000 in value. Customers with 30+ licenses receive up to \$18,000 in value. **Receive 1 admin license per 20 users. Additional licenses are available for \$10 each. Data is retained for one year. Extended retention is available for an additional cost. (Taxes and fees may apply.) Does not include any applicable sales or use taxes.