

RTK-Service digitizes workforce management with Mobilog, improving productivity and customer service



CGI

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CGI's Mobilog, a mobile work supervision solution, helps RTK-Service Oy monitor and supervise its mobile workforce more accurately and efficiently.

THE CHALLENGE

RTK-Service is a Finnish real estate services provider, employing more than 3,000 professionals who take care of various properties across Finland. The company's systems for supporting field work no longer met its business needs. As a result, it sought a new solution for managing payroll management and freeing up managers to perform customer service tasks. Driving more efficiency and providing better customer service were key goals.

"Real estate maintenance is typically on-demand work," said Vesa Ihatsu, Regional Director of RTK-Service Oy. "The correct logging and accurate monitoring of work hours are therefore important prerequisites, both from a customer service and business perspective."

SEAMLESS INTEGRATION

CGI's Mobilog, a leading solution for mobile work supervision with more than 15,000 daily users in both the public and private sectors, addressed RTK-Service's specific objectives.

The implementation project began with a proof of concept, which allowed stakeholders to verify the functionality of the solution and ensure that it met business requirements in advance. At this stage, the client also specified the requirements for integrating Mobilog within its current IT environment.

Based on years of collaboration with RTK-Service, CGI had an in-depth understanding of its core business, which contributed to the success of the deployment. The overall objective was to implement a solution that worked seamlessly with the company's existing systems.

"CGI has a good understanding of our business and the technical characteristics of our systems," said Vesa. "This is evident in how well the solution fits the needs of the real estate industry and how well the deployment project has progressed."

CONSISTENCY AND ACCURACY

Mobilog enables RTK-Service to deliver more consistent customer service and facilitates payroll management. This helps the company to meet customer expectations, as well as make faster and more accurate payroll calculations.

Mobilog reduces the time that service managers spend at a computer and on a phone with their employees, thus increasing the time they spend with customers. At the same time, the aim is to make payroll administration



WHY MOBILOG?

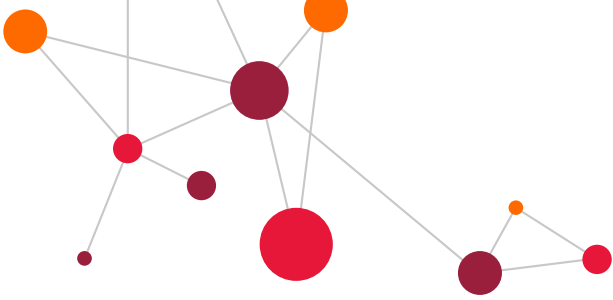
Mobilog helps clients streamline operations for greater productivity and enhanced customer service. Delivering in-depth expertise and experience in enterprise resource planning, payroll administration, invoicing and digitization projects that demand innovative system interfaces and automation, CGI is committed to your success.

Mobilog helps clients:

- Ensure accuracy
- Drive efficiencies
- Achieve cost savings
- Improve customer services

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easier in order to decrease mistakes, which provides cost savings to the customer.

Additionally, the correct logging of work hours is important. If, for example, a cleaner is unable to arrive at a site for any reason, the service manager receives a notification and can assign another cleaner to the site. As a result, there is no impact on the customer's service experience.

Mobilog also can collect information on the amount of work time spent at different sites. RTK-Service can use this data to develop profitability analyses, which, in turn, can improve the accuracy of its business proposals, as well as its customer service.



ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions.

CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

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