

The customer is responsible for design, procurement, construction and maintenance of royal facilities as well as commercial facilities in the UAE.

Cherrywork® Work Order Management Application

Challenge

- The customer was depending on Web Dynpro application for Work order management. Cannot capture customer feedback. Attendance is marked from home and no visibility on employee location

Solution

- Digital solution that efficiently streamlined work order management along with Time & Attendance
- Geo location-based attendance system
- Dashboard with individual work orders
- Application also has customer feedback with e-signature to ensure transparent feedback mechanism.
- Dashboard for available work order

Outcome

- Improved performance of employees with geo-location-based attendance system
- Improved communications with work order level chat and offline capabilities
- One stop solution for all work order related issues
- Customer now monitors complete reports on employee's location, timesheet, work order SLA's

Business Impact

- Improved user experience
- Application performance improvement