



4Cliqs for Real-Time Field Force Monitoring and Management

Summarizing Situation

Our client observed that many organizations have a hard time managing their remote sales team or field engineers deployed at various locations. This is because of limited supervisory capacity and the absence of an efficient system in place. Field employees have to manually log their working hours, details of customers' visits, and total expenses incurred during the visit into the internal systems. They also have to engage in multiple calls with managers for important inputs and feedback. With manual processes in place, strategizing the team's movement and evaluating their performance was challenging for organizations.

Business Challenges

- No proper tracking of employees' working hours, overtime, and attendance
- Inaccurate and incomplete reports on the field visits
- Difficulty in cross-verification of claims due to inaccurate reports
- Delays in expense settlement due to delays in processing/approval at several stages
- Over-billing of employees' expenses
- Lack of visibility to senior management on a variety of MIS reports

Solution

Softude developed a cloud-based next-gen field force management software named 4Cliqs. It is designed to assist employees, managers, and organizations. Through the application, organizations can manage employees' attendance, oversee expense claims, and track the current whereabouts of their remote sales team or field engineers in real time. The system can be easily integrated with CRM used within an organization for a smooth flow of data. It also works in offline mode and is available at an adaptable pricing structure tailored to each business's specific needs.

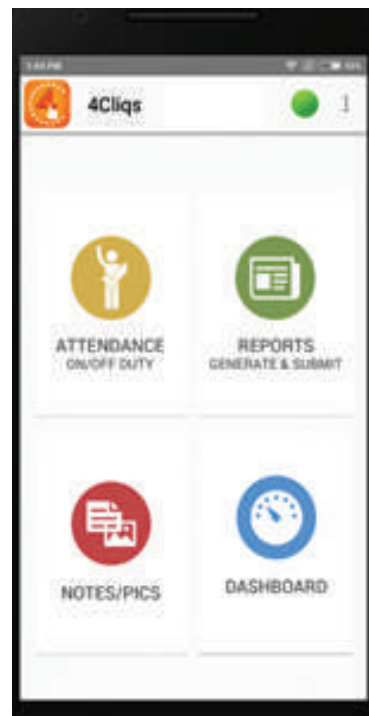
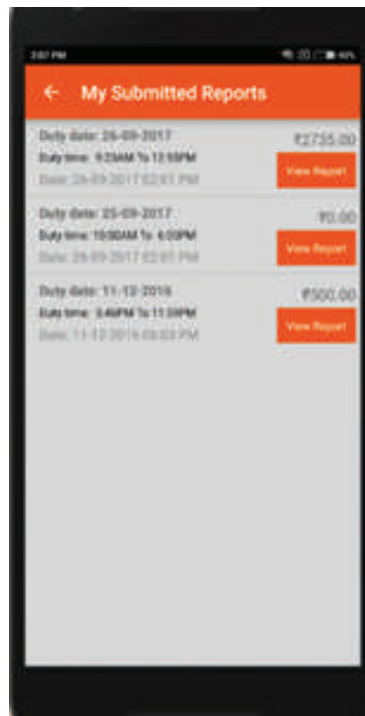
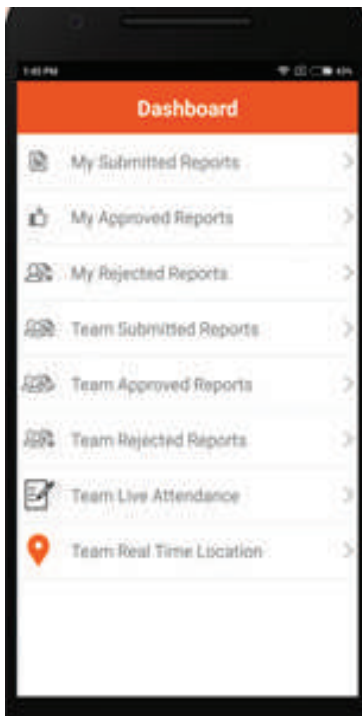
Solution Features

- Dashboard for real-time visibility of on-field process
- Location tracker for insights on the real-time location of sales reps on the field
- Attendance management empowers the employee to log attendance even from a remote location
- Timesheet for tracking busy vs. productive employees
- Easy payroll processing by capturing the Start Time, End Time & Location
- Easy expense management to manage travel and expense reports by scanning or uploading the document for proof
- Order management system with insights on order status such as processed/on hold/rejected sent to field sales team
- Daily, weekly, and monthly MIS Reports on customer acquisition cost, customer visit data, daily expenses, and employee performance

Solution Impact

- 30% productivity of employees on the field
- 20-40% reduction in expenses
- Field report time cut from 30 days to just 1 day
- The expense approval cycle reduced to 7-10 days from 45 days
- 80% reduction in co-ordination calls of employees with managers
- No penalties for timely access to field data

Application Screenshots



About Us

Incorporated in 2005, Softude is a global IT consulting and services company with expertise in architecting digital transformation solutions and providing software product engineering services. We are dedicated to creating innovative and interactive digital experiences that connect people to the brand. These software solutions that are used across 32+ countries are engaging audiences in-venue, on the web, and personal mobile devices. Our highly competent and trusted team delivers digital brilliance that accelerates our client's digital-first journey.

Softude is a CMMI Level 5 appraised, ISO 27001:2013, ISO 9000:2015, and a Great Place to Work For certified company.

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