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Press Releases



ACCELERATING MOBILE WORKER'S PRODUCTIVITY WITH MESINIAGA WORKFORCE+ (WF+)

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SUBANG JAYA, Sept 18 (Bernama) -- Mesiniaga Berhad has had over 37 years of experience being a System Integrator providing comprehensive IT solutions and services, supported by many internationally renowned technology companies. Their solutions and services include computing, security, mobility, network, managed services, maintenance & support, software development and software testing. In 2015, Mesiniaga Berhad has released **WF+**, Malaysia's first mobile internet based productivity optimization tool that enables organizations to manage mobile workers efficiently. It was designed to maximize workforce productivity and improve adherence to customer commitments.

In this digital era, a growing number of employees are working remotely and a cloud-based solution is needed to make sure everyone has access to the right information from anywhere. In addition to that, employers may not know where their mobile workers are at a given time, which makes it challenging to keep track of their work and progress.

Mesiniaga WF+ functions as a mobile digital assistant that improves visibility of mobile workers through location awareness, resource utilization status, task dispatch, availability of resource, digitized forms and other features that are customizable according to the organizations' requirements and needs.

WF+ is ideal for organizations that utilize mobile workers to deliver products or services and serve customers across a huge geographical area on a daily basis, such as: sales agents that interact and monitor dealers within their sales and distribution channels, maintenance workers that are on standby to respond and attend to any repair requests by customers, logistics personnel that has to deliver items or packages to customers within a specified timeframe and enforcement officers that need to visit many locations to conduct spot-checks, inspections and report cases.



Workforce+ features and benefits

Taking advantage of WF+ will place organizations firmly on the road to improved productivity. WF+ provides visibility, digitalization and automation for the company. The solution provides an unparalleled layer of visibility into the day-to-day operations where it ensures the experience and intelligence from the field is communicated back to the office in a timely manner, thereby reducing manual paperwork.

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Physical paperwork is a great challenge for mobile employees. Through digitalization and automation, WF+ helps to simplify workflow processes and transform traditional operational model to real time tasks assignment and reporting via the mobile application. With this easy access and automated function, end users could cut down on manual processes, and redeploy employees to do more tasks. Schedule optimization technology simultaneously considers numerous strategic and operational constraints when scheduling a resource. As such, it can consistently ensure that the best resource with the right skills and the right tools gets to the customer at the right time to achieve their goals. Scheduling can be based on availability, location and skills set depending on the organizations requirements.

The concept of Internet of Things (IoT) is becoming an integral part of mobile workforce and can be adapted and enhanced to meet any future field services challenges. WF+ system is currently designed to support IoT and Industrial Revolution 4.0 requirements. As technology and information continue to advance at a rapid rate, adoption of WF+ allows business leaders to stay one step ahead. This product is hosted on a Mesiniaga managed private cloud using a 'pay per use' subscription model, therefore enabling hassle free fast deployment without any on premise IT setup or upfront CAPEX investment.

Mesiniaga Workforce+ currently assists more than 1,000 mobile workers in Malaysia. It has been recognized at ITEX 2015 and Malaysia Digital Business Awards 2016 for its cutting-edge and innovative features to deliver highest productivity of mobile workforce.

Eric Foo, who is the General Manager of Products & Solutions, said besides Workforce+ services, Mesiniaga will continuously enhancing the Software-as-a-Services (SaaS) offerings by partnering with strategic application providers in addition to our cloud computing and managed security services. This is aligned with the Company's direction to provide integrated IT managed services offering that is simplified, efficient and flexible driven by as-a-service model.

"Helping Customers Succeed is our mission and we are committed to support our customer's digital transformation journey and to ensure highest productivity level of mobile workers through digitalization and automation." he added.

About Mesiniaga

Mesiniaga is a listed company on Bursa Securities and one of Malaysia's leading ICT solutions providers and integrators. Established in 1981, Mesiniaga provides end-to-end IT solutions and services supported by many internationally renowned technology companies. These solutions provide the building blocks, management capabilities and security for any IT infrastructure. The Company's mission is to drive customer business performance through technology and innovation. Despite being a technology company, their view of technology is that it merely acts as an enabler in improving customers' business performance. For more information, please go to <http://www.mesiniaga.com.my>.

Source: Mesiniaga Bhd

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