

CASE STUDY

Industry: BFSI

Product Name: mobiCOLLECTION

Overview

Mobiquest has developed a Mobile based solution for automating collections tracking from the field.

Problem Description

It is noticed that while the field force is on the field for collections, they cannot be traced by the office i.e. they are not aware of the status of the number of customers visited and the payment collection details. The update is only available once the field executive reaches back to the office and the data is entered into the system. So this is a highly manual process, time consuming task and involves huge costs

Solution

Mobiquest has developed a mobile based solution to the problem of incapability of tracking the field force. It has developed mobiCOLLECTION™ which helps in tracing the field executives at any point of time. Moreover the executives can send the data in real time to the office i.e. update collection status along with payment details like amount paid in cash/cheque. If the payment has not been made, the executive can pick the reason for non payment from the options available and send the report from his mobile device to the office in real time.

mobiCOLLECTION™ helps in daily allocation of cases to the field executives. The field executives can view details like Customer Name, Address, Amount Due (Current), Amount Due (Total Outstanding Amount) on their device. This not only helps in keeping a systematic record of the cases but helps in defining accountability of the field executives. Daily Monitoring panel for the collection executives can be set up. The executive can show details like customer name and address, time for pick up etc. The executive can even capture the signature of the customer or capture photo of receipt or bill number. This data can be sent to the office in real time and no data resides on handheld/mobile device after final submission. This results in authentication and secured data transfer. There is a provision that instant alert/communications can be sent on field representative's device from the office.

There is an option of offline work support for mobile devices in case of network unavailability. Moreover the reports can be generated quickly and all report data can be exported into Excel, CSV, and PDF format. This helps in reducing costs and it replaces the manual process. A lot of time can be saved since everything is digitized and the data is transferred in real time.

A secure web backend is provided for user account management and daily case allocation to the field executives.

The Web based control panel is meant for real time tracking of delivery status to each allocated case. The control panel can be integrated using web services or excel import to the existing CRM.

Special Features of the solution:

EDGE / GPRS based Mobile solution to Automate:

- Daily allocation of cases for collection executives
- Show details like case number, customer name, address, time for pickup
- Update collection status with payment details like amount cash/cheque
- Capture customer Signature (optional)
- Printing of Receipt (optional)
- Daily Monitoring panel for your collection executives
- Productivity Report
- Generate reports exportable in Excel/CSV/PDF formats

Advanced Features available only in Advanced Versions:

- Photo capture of receipt/ bill number
- Customer signature capture
- Reallocation interface for delivery reps
- Send instant alert/communications on field reps device
- Auto synchronization of daily allocation list using web services from your existing system
- Offline work support for mobile devices in case of network unavailability

Benefits

- Reduce TAT for customers
- Real Time Tracking from the field
- Cut costs of data entry & manual processing
- Efficient tracking & management of field staff
- Manage metro, cities & remote locations under one unified system
- Automate process without major investments in acquiring new system/software. Plugs in to your existing system
- Runs on simple common Java enabled mobile devices with price ranging as low as Rs. 2000 per device
- Print Receipt to the customer
- Save Paper Go Green!