

IMPLEMENTATION OF FIELD APP

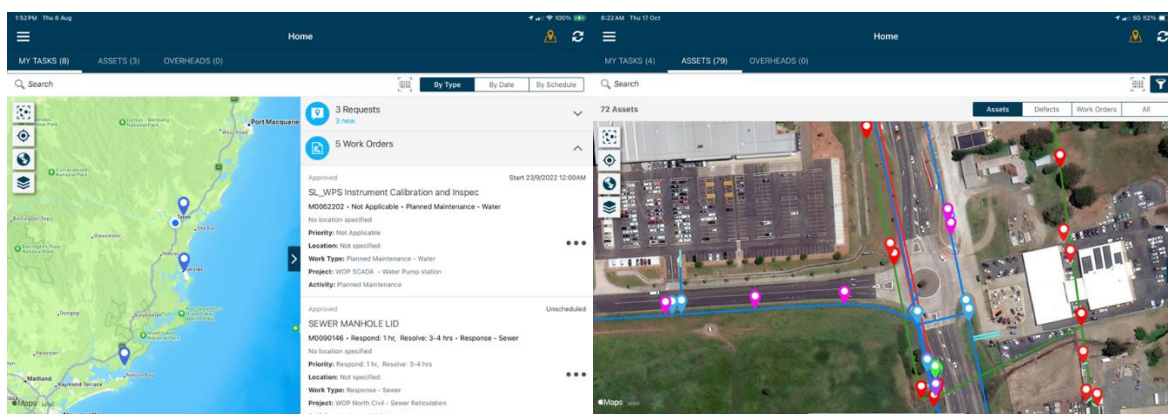
Program Background

MidCoast Council has established a dedicated BTP team, The Business Transformation Program has been developed to help us better meet the expectations of our community, improve how our customers interact with us and streamline the way we work. One of the projects MCC has implemented is Field App and also a new defects module, a sophisticated tool designed to enhance operational efficiency for outdoor staff. This mobile platform enables employees to manage essential tasks such as asset inspections / defect reporting / work order completion and the use of online and offline asset mapping directly from the field regardless of network availability. Functioning as a complement to the Council's existing system TechOne, Field App streamlines on-site activities, optimises crew management, and minimises administrative overheads.

Key Features:

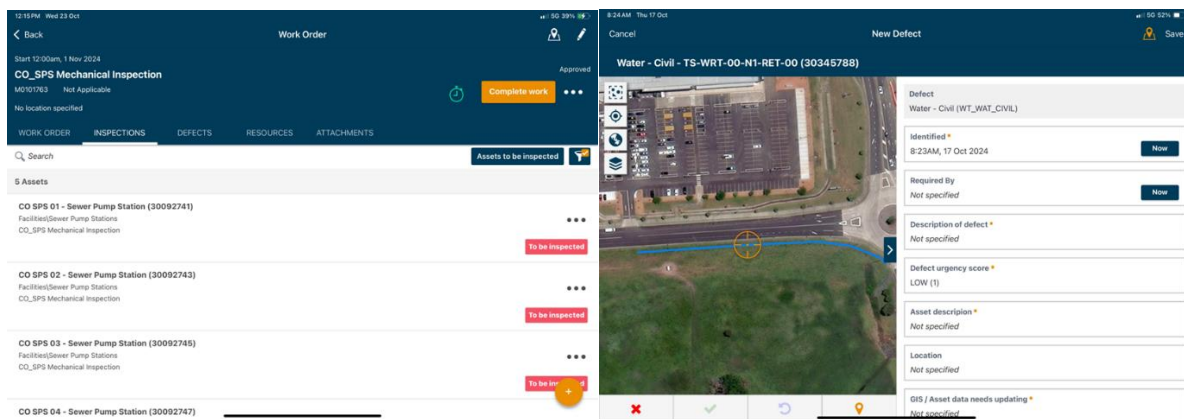
1. Offline Capabilities including mapping

A pivotal feature of Field App is its offline functionality enabling outdoor staff to perform critical tasks without relying on network connectivity. In remote or network-deprived areas, users can conduct asset inspections and report defects directly within the app along with a GIS configured offline base map with our overlaying assets, data captured offline is securely stored followed by a manual sync once a network connection is re-established, this feature mitigates downtime and enhances the capacity for real-time data collection in even the most inaccessible locations.



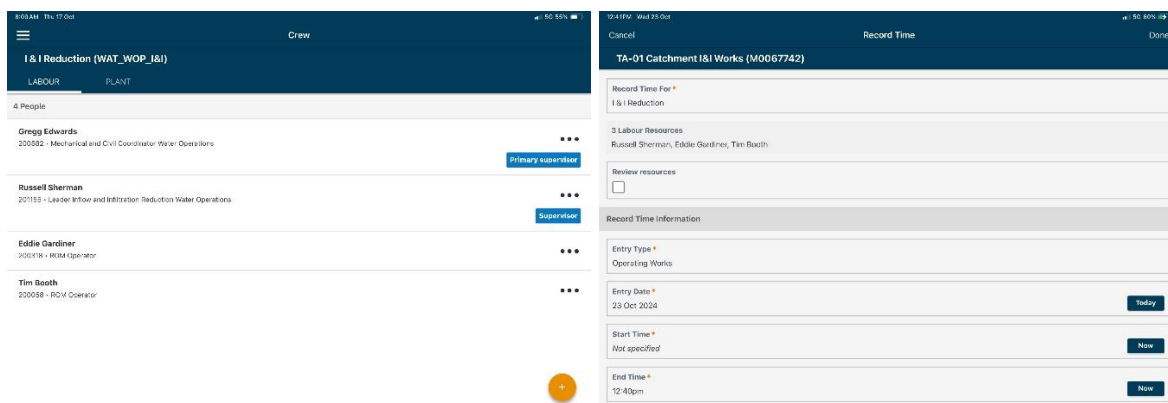
2. Asset Inspections & Defect Reporting

Field App simplifies asset inspections, letting staff easily record observations and flag defects right from the field. It brings everything you need: maintenance schedules, work orders, checklists, and test points together in one place, making it much more accessible than the desktop version. It's easy to use interface means anyone regardless of experience level can pick it up and get things done faster. During the configuration build we developed data bundles specific for MCC asset registers, luckily Water and Sewer have our own assets register which enables staff to only have access to what they require and easy access to all water sewer assets either by search description or mapping for streamlined defect reporting and maintenance schedule / work order completion.



3. Crew Management and Timesheet Population

The Crew Management feature automates timesheet processing by logging staff hours based on work orders status, either completed / standing work orders / maintenance schedules, without needing individual manual data entry. The team leader or supervisor responsible for the work order logs the time for everyone involved, and crew members can later review and adjust their timesheets before submitting them for approval. However, overheads like stand-down time / allowances and overtime aren't incorporated in this automation and still need to be handled manually via the desktop.



Implementation:

1. Design, Build, Test, Train

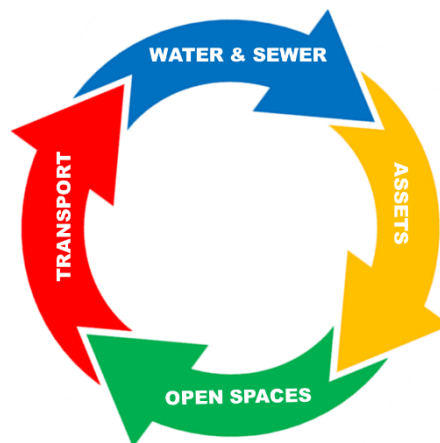
Over the past 10 months, we've designed, configured, built and tested all functions of Field App specifically for the business requirements of MidCoast Council along with the purchase of the latest version iPad's for each crew, we then moved into training staff on Field App and the defects module.

We conducted face to face training for several hundred employees and created extensive user guides and e-learning resources. After the project went live in September 2024, we provided a four-week hyper care period involving business leads, subject matter experts, consultants, and IT support from MCC to assist staff in transitioning to using Field App. This involved regular depot and site visits to provide the staff as much support as possible with the new technology.



2. Integration.

Field App provides enhanced field specific capabilities, allowing employees to manage work orders, inspections, and defects in real-time. The data entered in Field App syncs with TECH1, ensuring consistency across platforms and smooth transitions between office and field work. With this integration, Field App has brought all departments together to work more consistently, including the Water & Sewer / Open Spaces and the Transport- Roads and Assets team.



Conclusion.

We have had excellent feedback from staff with minimal disruptions transitioning to the new app, one of the key take aways from their feedback was the quality of the training as it was conducted in a way relevant to how they would use the tech in a real world scenario by other field staff.