CFSWorX™

Connected Field Worker Solution

ICONICS CFS Solution

Leverage the Advanced Field Worker Notification Solution

Equipment Monitoring

Leverage real-time monitoring of connected equipment, whether that be on-premises or via the Internet of Things
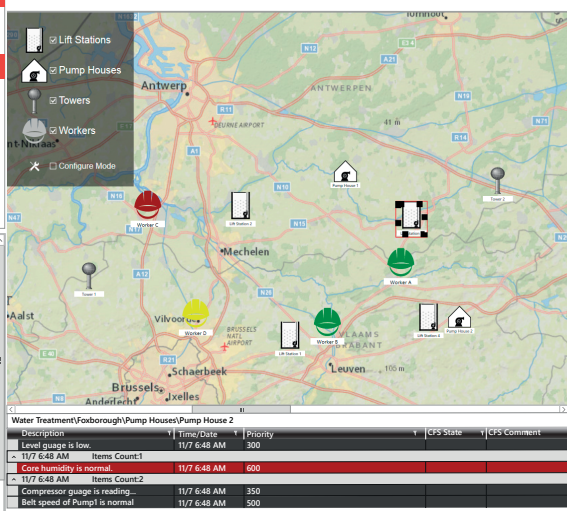
Intelligent Workflow Engine

Customizable factors such as workers' schedule, availability, skill level, and responsible assets or areas can be considered in maintenance work assignments

CFSWorX™ is a solution designed to streamline the efficiency of field service organizations through intelligent scheduling and reliable notifications. It empowers field service workers and maintenance personnel to move past the legacy break/fix model toward more proactive facilities and equipment management. The software can be easily integrated into an organization's existing enterprise resource planning (ERP) and customer relationship management (CRM) systems, utilizing existing contact information, schedules, and field workers' catalogued skill sets. This enables organizations in any industry to reduce downtime and lower maintenance costs. Through integration with ICONICS' MobileHMI™ solution, CFSWorX provides a video expert capability, making it possible for a remote field worker to instantly be connected to subject matter experts anywhere in the world.

CFSWorX Key Features

- Workflow-based escalation

- Comprehensive audit trail

- Notifications via email, SMS, or mobile app

- Real-time monitoring and remote expert capability

- Field service worker prioritization system

- Integrates with popular CRM systems and Active Directory

Real-Time Intelligent Monitoring

CFSWorX provides real-time monitoring of connected equipment, whether that be on-premises or via the Internet of Things. CFSWorX uses intelligent workflow technology to determine which field worker is best for the maintenance task. When connected equipment generates an alert, CFSWorX sends a notification to the field worker's mobile device for immediate action. The worker is provided with information about the alert, including its location, can accept or reject the alert, and can also create a work order in Microsoft Dynamics 365 directly from their mobile device.

Decrease your response rate and downtime by using the intelligent workflow technology of CFSWorX to automatically notify the best worker for the task immediately when an alert occurs.
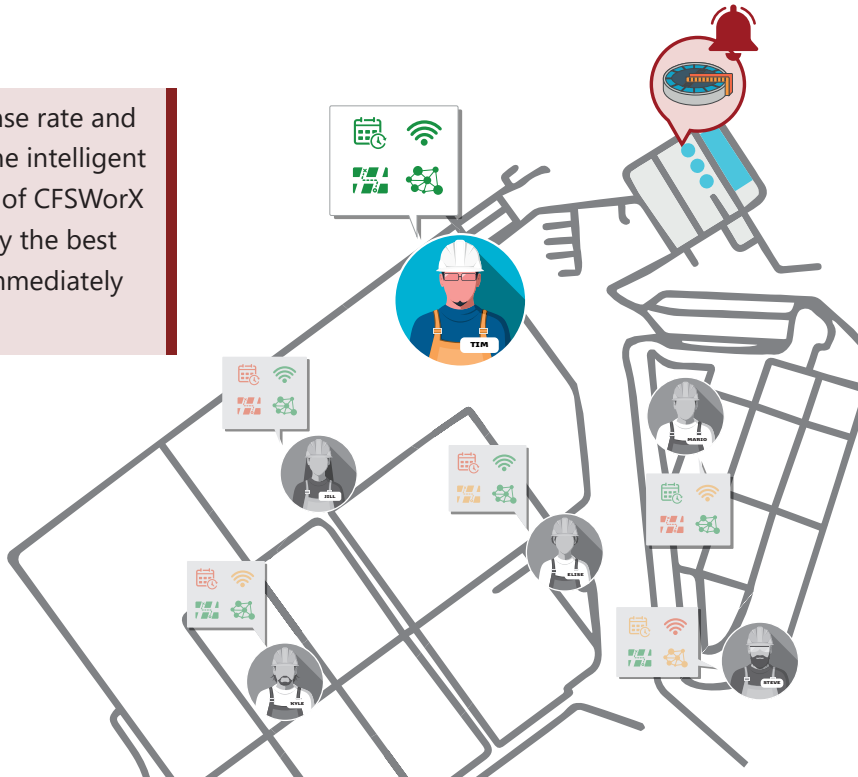
Escalation and Accountability

CFSWorX leverages ICONICS AlertWorX™ technology to send notifications to technicians via email, SMS, or through the ICONICS MobileHMI app via push notification. When the technician receives the alert, he or she can reply to the message or use the mobile app to either accept, snooze, or pass the alert to the next person. Within the CFSWorX app, technicians can view and acknowledge the current alarms.

CFSWorX integrates with popular ERP, CRM, and Directory Services tools, such as Microsoft Dynamics 365. It can retrieve information about worker contact info and scheduled availability from these systems. Users can also create work orders into Dynamics from the CFSWorX app.

CFSWorX can consider factors such as schedule, availability, location and/or skill set when choosing workers to alert. CFSWorX provides a comprehensive audit trail, recording when notifications were sent out, who received them, who responded, and how they responded. It also comes with a prebuilt operator or dispatcher dashboard to give an overview of all of the current alerts and who is responding to them.
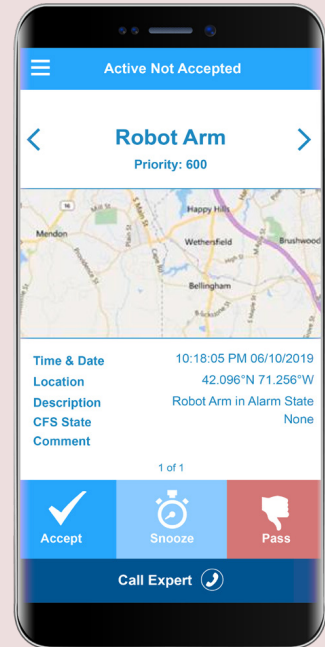
Visualization and Analytics

Customizable Dashboards

Customize trends with varying data replay rates, colors, data sources, and cursors.

KPIWorX — CFS Analysis

Skillset
- Building Specialist
- Manufacturing Specialists
- Petrochemical Specialists ✓

Worker
- Andrew Fuller
- Laura Callahan
- Michael Suyama
- Nancy Davalio
- Steve Buchanan
- Janet Levering
- Margaret Peacock
- Robert King

ServiceMonth

March 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

From 3/1   To 4/1

Billable Calls
- Yes
- No

Average Response Times by Worker (Last Month)

Response Times by Alarm Type (Last Month)

Calls Handled(Last Month)
- Anne Dodsworth (27)
- Andrew Fuller (63)
- Janet Levering (31)
- Steve Buchanan (9)
- Laura Callahan (12)
- Robert King (21)
- Margaret Peacock (28)
- Nancy Davalio (19)
- Michael Suyama (16)

Call Results by Acknowledgement (Last Month)

	Accepted	Passed	Rejected
Andrew Fuller	49	44	
Laura Callahan	12	41	
Michael Suyama	16	2	
Nancy Davalio	19	67	51
Steve Buchanan	8	7	34

Call Details

| AlarmName	WorkerName	ResponseTime	ServiceType	Billable	ResponseTimeMinutes
Low Circulator Pressure	Andrew Fuller	21m	Unscheduled	Yes	21
Low Circulator Pressure	Andrew Fuller	40m	Unscheduled	Yes	40
Filtration Backwash	Michael Suyama	0m	Scheduled	No	0
Filtration Backwash	Michael Suyama	5m	Scheduled	No	5
Filtration Backwash	Michael Suyama	24m	Unscheduled	Yes	24
Filtration Backwash	Steve Buchanan	0m	Scheduled	No	0
Filtration Backwash	Nancy Davalio	0m	Scheduled	No	0
Coolant Temperature Fault	Nancy Davalio	22m	Unscheduled	Yes	22
Gateway Sensor Disconnect	Laura Callahan	35m	Unscheduled	Yes	35

CFS Analytics

Maintains Audit trail and Analytics of notifications and activity

Workflow Engine

CFSWorX uses ICONICS' Workflows technology to configure the appropriate responses for events. Users can configure a graphical flow chart to determine what actions should occur upon an alarm, when a worker responds, or other situations. This powerful tool can be used to configure simple escalation lists, or an advanced series of actions based on complex decisions.
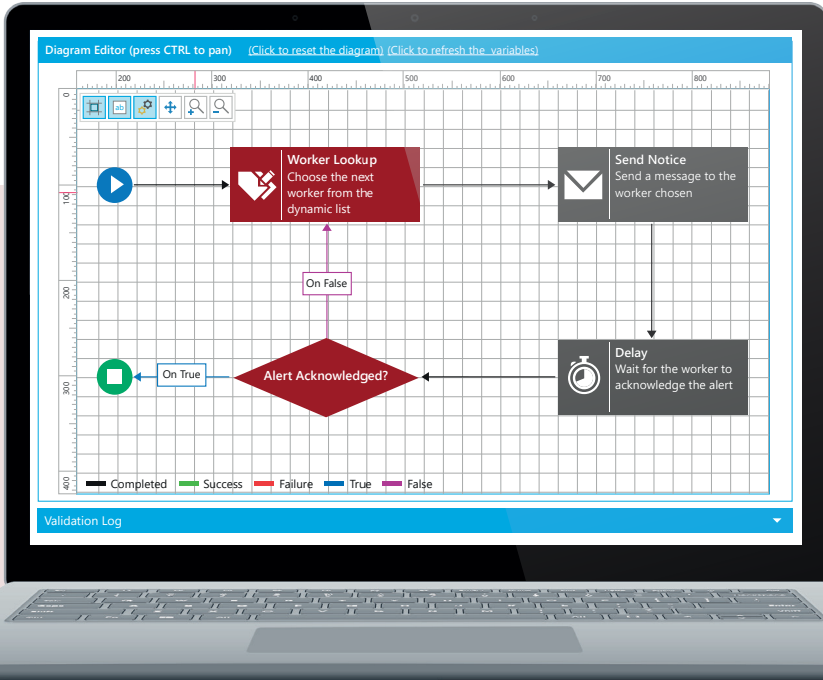
Some example actions that can be taken include writing to tags, sending SMS or email alerts, and creating a GenEvent entry. Workflow templates are included making it easy for users to leverage the existing examples for projects with little customization.

Remote Expert Technology

Get critical help where you need it. Using integrated ICONICS MobileHMI software, operators in the field can invoke remote expert mode on their RealWear HMT-1, mobile phone, or tablet to instantly tap into the knowledge of experts back in the control room or office. Start a live video stream and mark up images to effectively communicate between the field and the office and fix issues quickly and efficiently.
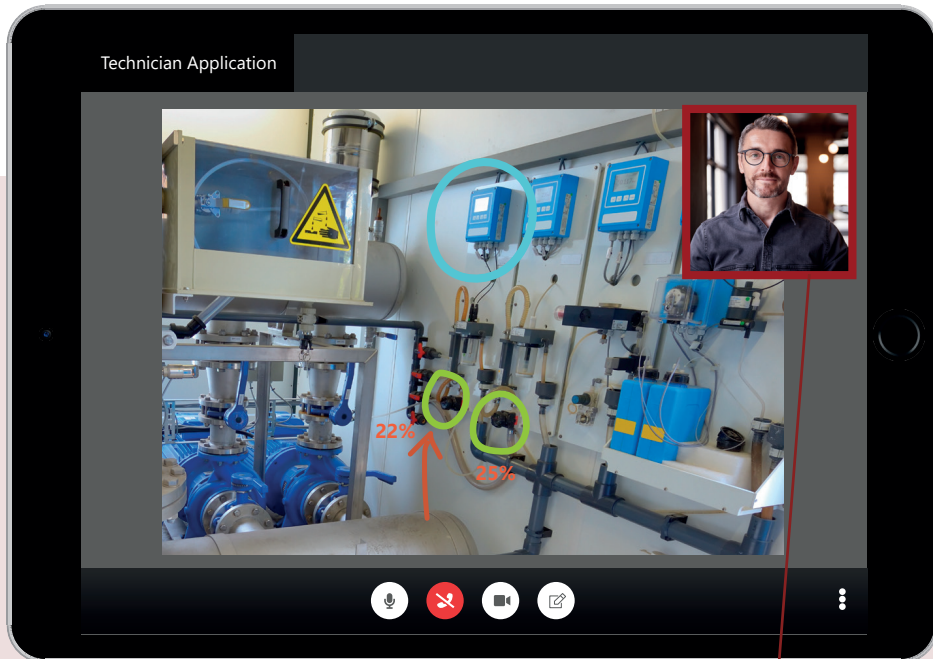
Remote Expert
Video call with a remote expert, share visuals and make annotations to help the field worker understand what steps need to be taken to solve the issue

Industry Challenges and Opportunities

In a world where people and devices are increasingly connected, organizations are faced with mounting pressures to optimize their resources, reduce downtime, and empower their field service workers to operate more efficiently. CFSWorX is a solution designed to streamline the efficacy of field service organizations through intelligent scheduling and reliable notifications. With CFSWorX, organizations in any industry can experience reductions in downtime and lowered maintenance costs. Optimize your resources and empower your technicians to resolve issues more efficiently than ever before.

- Automotive
- Building Automation
- Food and Beverage
- Pharmaceutical
- Transportation
- Water and Wastewater

- Power, Utilities, and Energy
- Shipping and Logistics
- Sustainability and Renewables
- Oil, Gas, and Petrochemical
- Manufacturing
- Government and Military

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