



## PROJECT SUMMARY

<b>Ref No.:</b> MRIC-CRIGS-A39	<b>Title:</b> Next Generation Field Service Management Solution
<b>Local Company:</b> Navigation and Geocoding Technologies Ltd. (NAVEO)	
<b>Collaborating Institution:</b> Middlesex University Mauritius	
<b>Project Leader</b>	
Mr Vishant Unathras	NAVEO Ltd
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<b>TECHNICAL ABSTRACT</b>	
<p>Whilst various companies require employees to travel to different locations on a daily basis for business needs (e.g. for sale of products or to provide services), there is a growing need for field management solutions. However, existing commercial field management solutions are either not scalable to the Mauritian/African context or do not implement innovative technologies to enhance productivity to the fullest. Taking cognizance of these issues, this project aims to develop the next-generation Field Service Management (FSM) solution for Mauritius and the African region, in order to drive maximum productivity from field workers, while providing real-time information and reporting to the back office for all practitioners. The innovative solution implemented as part of this project is also expected to provide a common robust scalable IT platform to stakeholders from multiple sectors, which will be coupled with the Naveo GPS based data analysis, GIS tools, Activity Planning and Artificial Intelligence modules to provide rich insights to customers.</p> <p>This project is expected to be completed in 12 months through seven distinct activities. In the first activity, the project will be kicked off and the project charter as well as project plan document will be established. Then, desk-based literature review will be conducted to critically analyse and compare existing field management solutions available for the local and regional contexts. In this second activity, a survey will also be conducted in order to gather requirements of an innovative service management tool from field workers. Based on the requirements gathered, the next-generation FSM will be designed and implemented. Then, different frameworks such as Technology Acceptance Model will then be applied to evaluate key aspects such as usability and acceptance of the tool before the</p>	



solution goes live. Finally, outcomes and findings of the project will be disseminated through seminars and publications.

**Key Words:** Cloud Computing, Mobile App, Artificial Intelligence, Augmented Reality, IoT, GIS