

TimeTonic

An Innovative Visual Management Solution

Field service management is an uphill challenge that involves multiple levels of coordination between workers and back office teams, in order to meet customer expectations while staying profitable. Despite being critical to a company's success, many field service teams still rely on paper, spreadsheets, and sub-par applications that increase the risk of delays, data loss, and inefficiency. Replacing such spreadsheets and rigid applications, TimeTonic offers a visual database and management platform to help organize, manage, and share information around a project with complete autonomy. TimeTonic's platform is a cloud-based mobile management and collaboration solution that allows field service teams to manage their clients, projects, documents, and field interventions in an agile and straightforward manner. **"Imagine a new organizational tool as flexible as a spreadsheet, as simple to use as post-it cards that you move on your screen, and as powerful as a relational database. That is precisely what TimeTonic is all about,"** explains Jean-Michel Durocher, founder, and CEO of TimeTonic.

Introducing a paradigm shift in field service management space, TimeTonic is built around smart workspaces called notebooks, where a user can take notes, share information, files, and emails with other team members, and create a visual database designed with user-friendliness in mind. The result is an incredibly flexible solution that allows professionals to develop or customize collaborative web or mobile solutions in minutes. It includes a native mobile application that is intuitive and engaging; it even works in offline mode. Additionally, the company's API allows developers to interface TimeTonic with existing software solutions such as customer relationship management (CRM), websites, and mobile applications.

Firms can leverage TimeTonic to plan field service operations in advance and make necessary changes to account for unforeseen situations, as well as assign tasks to employees that are to be completed within a specific timeframe. This enables both the workers and management to have a clear view of schedules and access existing plans and other pertinent information. Field service workers can enter data pertaining to the status of a job by taking pictures, scanning a QR code

or barcode of an equipment/material that has been replaced and have customers sign off the field service operation directly on a mobile phone. The TimeTonic solution then records the data in chronological order and links it to each completed project such that managers have access to real-time reports on their progress. All these processes are easily managed on a smart device, and the information can be managed at a glance either through a



JEAN-MICHEL DUROCHER,
 FOUNDER & CEO



calendar, Kanban, timeline, or Gantt view.

Durocher mentions how Vertuoz—a subsidiary of ENGIE, France's multinational electric utility company—chose TimeTonic and made it available to its building technicians. Vertuoz's teams had been using MS Excel and paper-based forms to keep an account of field operations, which proved inefficient. In order to boost productivity, the company had been developing an in-house application, but making changes to the application was difficult for field technicians who lacked expertise in coding.

After switching to TimeTonic, they were able to easily operate and customize TimeTonic's easy-to-use platform to oversee projects with calendars, timelines and map displays, create their very own business forms and business logics applications for both desktop and mobile field force that helped increase efficiency considerably. Additionally, TimeTonic helped Vertuoz significantly improve its quality inspection ratings that are conducted by external audit companies: "We saved 20 years of development time!" explained Vertuoz by Engie.

TimeTonic's platform is easy to deploy and maintain; it supports the latest devices and is accessible from anywhere including in offline mode. The company is also planning to develop a chatbot to improve its user interface further and enable seamless information exchange. Along with technological enhancement, it intends to expand its operations in the U.S. and Europe to help companies become more productive and competitive. **CA**