

# Introduction to TaskMaster®

Non-technical overview of the  
functionality available within a  
TaskMaster® Solution.



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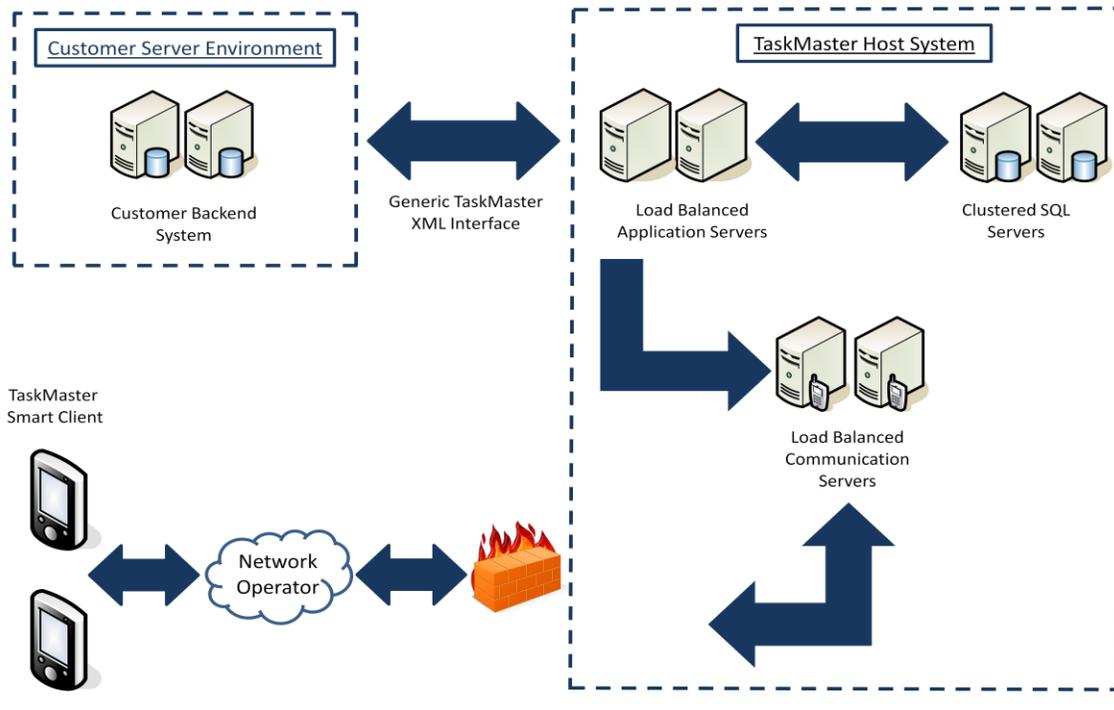
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## Technology

The following modules comprise the components of the TaskMaster solution:

1. TaskMaster Application Server
2. TaskMaster Communications Server
3. TaskMaster Mobile Client Application



Below is a high level summary of each of the components of the proposed TaskMaster solution.

### TaskMaster Application Server:

The Application Server comprises a number of key TaskMaster components in itself which enables the automation, management and safety of the field force:

### TM Host:

The TM Host component is the heart of the TaskMaster system and controls the allocation of work to the field workers, stores the workflow configuration and manages the communications between the Host system and the PDA.

### TM Interface:

To allow seamless integration into the customer enterprise system, TBS have developed a standard interface into the TaskMaster system which supports XML, Web Services and a variety of plug-ins.

### **TaskMaster Smart Client:**

The TaskMaster application resides on the hand held device as a single executable application. The processes and workflows associated with the system are configured and stored in the TM Host system and downloaded to the PDA on the initial connection. Once downloaded, the TaskMaster Smart Client will render the form configuration to match the screen size and layout of the PDA in use. Should any changes be made to the configuration of the system, the TaskMaster Smart Client will simply download these changes only rather than all the configuration, again helping to keep the communications costs down.

### **TM Mercury Server:**

This provides the customer with the capability to automatically 'push' jobs directly to the field worker over the GPRS network. This is ideally suited to any emergency or reactive work that needs assigning in real time.

### **TaskMaster Communications Server**

The Communications Server enables the effective synchronisation of information between the customer enterprise systems and hand held devices. The TaskMaster Communications Server provides session managed, compressed and encrypted transportation of data throughout the system. This ensures that not only will your data be secure, but also helps to keep communications costs down.

### **TM Monitor:**

TM Monitor is a web application that provides a view of the current status of both workers and jobs in the TaskMaster system.

### **TM Studio:**

TM Studio is a Rapid Development Tool that can be provided to our customers to create, manage and modify complex workflows with the TaskMaster system. Any changes that are made using TM Studio are deployed wirelessly upon the next connection from the PDA.

### **TM Alert System:**

The TM Alert system provides event driven alerts via SMS or email to our customer's customer on the progress of a call. An example of how this would be typically used is to send ETA information on what time the customer should expect the field worker to arrive.

### **Device Management:**

The TBS Device Management application provides our customers with the capability to perform essential management tasks typically associated with the device being returned to base, over the air. These tasks include application updates, device allocation and provisioning, publishing security policies and performing inventory checks. Additional operations such as a device wipe can also be initiated from the Device Management tool should a PDA be lost or stolen in the field.



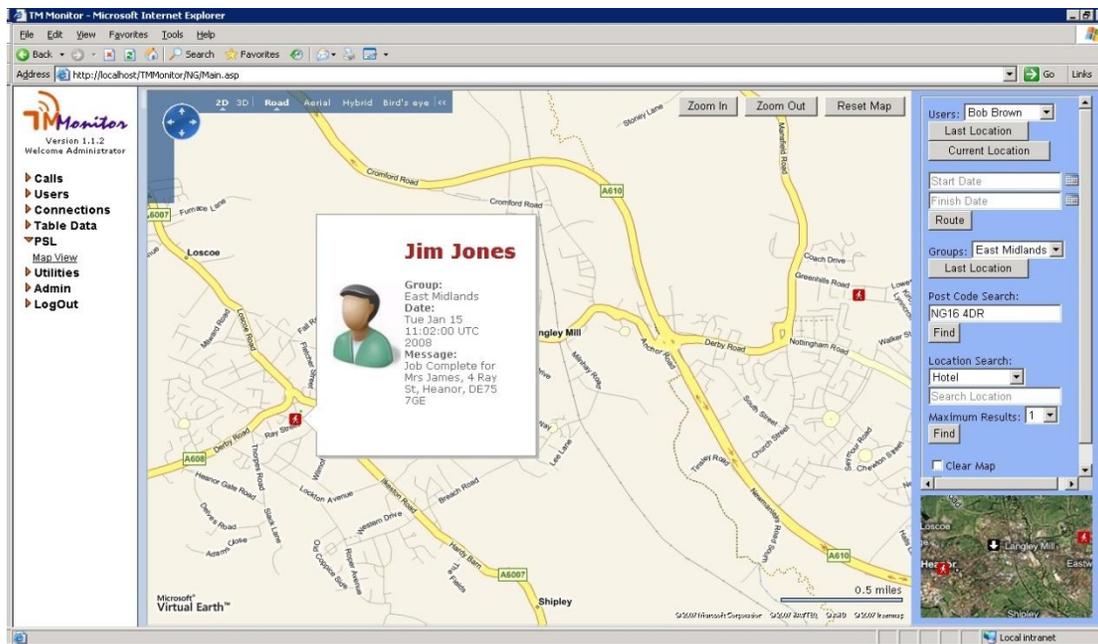
**TM – Front Screen**

## Device Security:

TBS understand that the data being transferred to and stored on the PDAs can be sensitive and as such, we have ensured that the TaskMaster Smart Client is fully secure by adopting the following security measures:

- Encryption of local data with single sign on to gain access and decrypt data.
- Works while connected or disconnected
- Self Service Pin / Password reset via security question and answer all stored and encrypted locally on the device.
- Automatic fail safe actions for lost or stolen devices
- Access control to handheld device applications
- Limitation of access to external interfaces such as Bluetooth, camera and microphone.

## Personnel Safety Locator:



PSL – Screen Shot

Personnel Safety Locator (PSL) has been designed to allow businesses to establish a policy-based approach for locating and communicating with field workers, based around the amount and frequency of tracking. PSL can be used to accurately track field workers so at any time during the working day the exact location of all mobile staff is known. It provides a panic button function which sends a message for help to a central location giving the location of the field worker and will covertly make a voice call to a call centre so that any abusive conversations can be recorded as evidence. PSL also integrates track and trace with workflow to ensure that field workers undertake risk assessments where necessary.

## About TBS

*TBS is an award winning provider of enterprise mobility. We have enabled our clients to implement mobility strategies across many industries and in doing so they have achieved significant competitive advantage. TBS have the track record, knowledge and capability to deliver genuine business advantage.*