

# Inviron – FSI and Cognito join forces

Cognito, the UK's most successful provider of managed mobile data services for field workforce management, and FSI, a market leader in Computer Aided Facilities Management, announce that Inviron, a major provider of Facilities Management and Building Services maintenance, has chosen Cognito to supply a fully managed mobile workflow solution to mobile engineers operating throughout the UK.

Designed to cut paperwork, improve communications for field engineers and ultimately enhance customer service levels, the solution is another step in Inviron's continual goal to provide levels of service that increase value for its customers.

Inviron's nationally based Facilities Management & Service team adopting the solution delivers customer-focused solutions for the management and maintenance of facilities and building services, providing total reliability for day-to-day operations. This joint Cognito and FSI solution is set to provide Inviron with a host of tangible benefits including savings on printed paperwork costs, improved stock management, reduced inventory costs and superior customer service levels through increased speed of access to information in the field, all contributing to Inviron's competitive advantage.

Currently in an initial roll-out, 60 engineers will be equipped with Orange SPV M2000 PDAs, to access both planned maintenance tasks and reactive calls to mechanical and electrical services on a variety of sites. This information is delivered from Inviron's central database, FSI's central Concept™ 500 CAFM system, over the Cognito Activus™ service. The operatives are then able to input job details, time records and gain client signatures for confirmation of job completion. Cognito's Activus™ service delivers this information, in real-time, back to the central database so that managers and helpdesk operators can provide up-to-the-minute feedback to customers.

"As a national company with regional and branch offices throughout the UK, our teams of on-site and mobile service engineers pride themselves on delivering a fast response service – day or night. The implementation of this new technology will aid us in meeting the growing needs of our customers," said Sara Gough, Business Support Manager, Inviron. "We anticipate big improvements in our



communications by enhancing our Help Desk Facility, which operates 24 hours a day, 7 days a week, and linking it directly to our operatives in their vehicles."

Steve Alderson, Managing Director, Cognito comments: "This contract award reflects how Cognito is working with our solution partner, FSI, to deliver the benefits of a managed mobile solution to a leading player in the facilities management industry, Inviron." Alderson continues, "Inviron will gain long-term value from the significant reduction in operational costs this joint Cognito/FSI solution will bring, whilst its customers will benefit from the enhanced performance and response of the field engineers."

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