SPATIAL INTEGRATION EFFICIENCY IN MOBILE UTILITY MANAGEMENT

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Abstract: Most workforces will often have at least one mobile worker mostly in fleet management field, services and maintenance, health and pharmaceuticals, logistics and transportation business. Mobile workers is defined as those who work at least 10 hours per week away from home and from their main place of work and get connected via mobile and wireless devices (Electronic Commerce and Telework Trends, 2000). The motivation of this project is to reduce the dependency on the manual process and at the same time increase the mobile workforce workflow efficiency which allows real-time and systematic planning, monitoring, updating, and reporting. Principal objective of this paper is to demonstrate the capability of spatially integrated system for utility and assets management utilizing satellite-based tracking with information tracing using mobile platform. A pilot study on a local organization system migration from manual to web-based application will be highlighted and discussed.

Keyword: Mobile workforce management, utility management, mobile tracking and tracing, GPS, RFID