



BigChange

POWER TO THE PAPERLESS

PLAN, MANAGE,
SCHEDULE & TRACK
YOUR MOBILE
WORKFORCE.



At first JobWatch was a solution that I wanted to help me manage my business, now JobWatch is the best ingredient behind the success of my business

Sakis Kazamias
Founder and Managing Director
of Astiko Prasino

4
extra jobs
per engineer or driver per month



reduce accidents
manage health & safety



10%
reduction in fuel use



significantly reduce the number of days

raise an invoice

10
hours less travel time
per mobile worker per month



generate more business



your customers will love you



8
hours of office admin saved
per mobile work per month



0
failed jobs

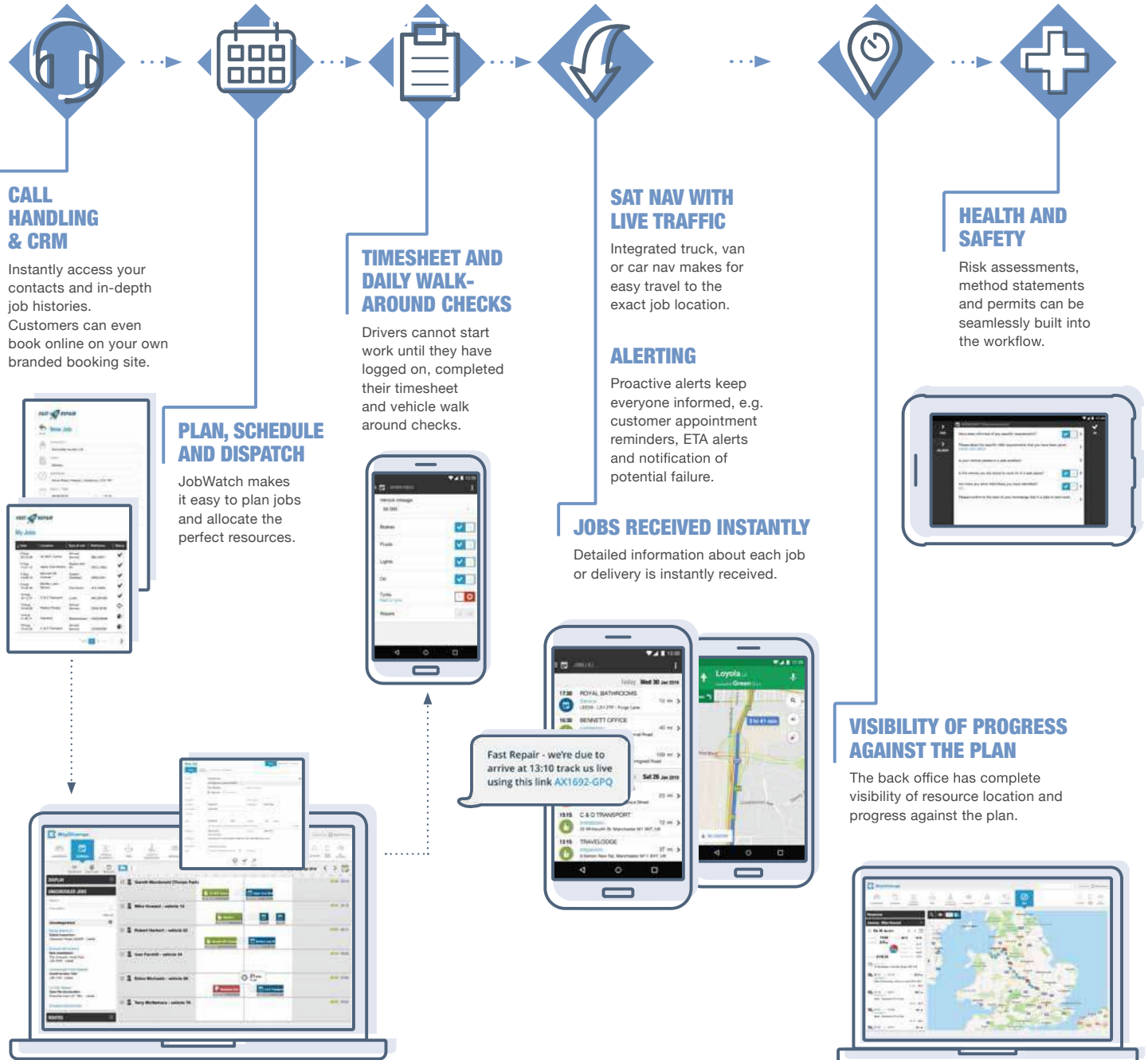


SIMPLY STRONGER

JobWatch delivers real value from day one.

Start using our game-changing system and you 'll enjoy a great return on your investment, straightaway.

A DAY IN THE LIFE FOR SERVICE WITH BIGCHANGE



CALL HANDLING & CRM

Instantly access your contacts and in-depth job histories. Customers can even book online on your own branded booking site.

PLAN, SCHEDULE AND DISPATCH

JobWatch makes it easy to plan jobs and allocate the perfect resources.

TIMESHEET AND DAILY WALK-AROUND CHECKS

Drivers cannot start work until they have logged on, completed their timesheet and vehicle walk around checks.

SAT NAV WITH LIVE TRAFFIC

Integrated truck, van or car nav makes for easy travel to the exact job location.

ALERTING

Proactive alerts keep everyone informed, e.g. customer appointment reminders, ETA alerts and notification of potential failure.

HEALTH AND SAFETY

Risk assessments, method statements and permits can be seamlessly built into the workflow.

JOBS RECEIVED INSTANTLY

Detailed information about each job or delivery is instantly received.

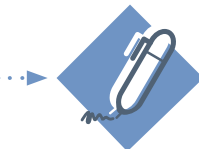
VISIBILITY OF PROGRESS AGAINST THE PLAN

The back office has complete visibility of resource location and progress against the plan.



PAPERLESS JOBS AND WORKFLOW

Workflows are fully customisable allowing for conditional branching.



LOG AND PHOTOGRAPH EXPENSES

No more lost receipts. Expenses are logged, GPS location stamped and photographed as they occur.



INVOICE IMMEDIATELY

Invoice customers without delay. The built-in accounting and finance module even integrates with Sage.

AUTOMATIC TIMESHEETS

Accurate activity based timesheets are signed off daily or weekly.



JOB MARGIN

The Job Margin report allows you to monitor and maximise profitability.



REPORTING AND PERFORMANCE

A wealth of insight and intelligence into your business performance is at your fingertips.



PROOF OF JOB COMPLETION

Electronic signature and proof of job completion or delivery is instantly relayed to the back office allowing prompt invoicing.



FULLY BRANDED CUSTOMER REPORTS

Reports and job cards instantly and automatically emailed to customers following job completion.



DRIVER BEHAVIOUR DEBRIEF

Drivers receive a friendly and motivational debrief at the end of each shift. Management can track and compare eco-driving, safety and individual driver improvement over time.



A DAY IN THE LIFE FOR TRANSPORT & LOGISTICS WITH BIGCHANGE



CALL HANDLING & CRM

Instantly access your contacts and in-depth job histories. Customers can even book online on your own branded booking site.



PLAN, SCHEDULE AND DISPATCH

Schedule deliveries with ease or import jobs from other systems. Automatic integration is also available via our professional services team. The system also supports multi-item consignments.



TIMESHEET AND DAILY WALK-AROUND CHECKS

Drivers login and complete their timesheet. The daily walk-around check and defect management meets DVSA requirements.



SAT NAV WITH LIVE TRAFFIC

Integrated truck, van or car nav makes for easy travel to the exact job location.

ALERTING

Proactive alerts keep everyone informed, e.g. customer appointment reminders, ETA alerts and notification of potential failure.



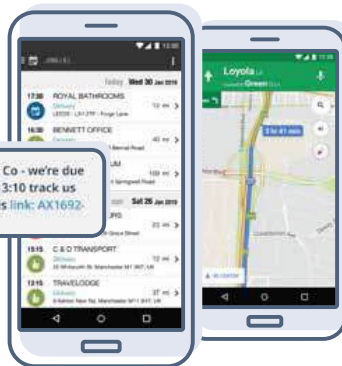
HEALTH AND SAFETY

Risk assessments, method statements and permits can be seamlessly built into the workflow.



JOBS RECEIVED INSTANTLY

Detailed information about each job or delivery is instantly received by the driver.



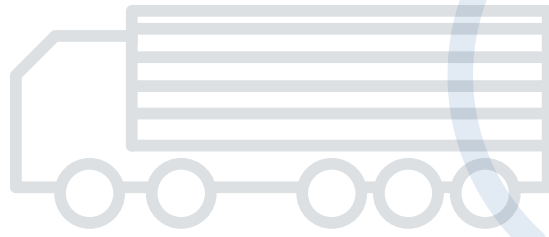
The Delivery Co - we're due to arrive at 13:10 track us live using this link: AX1692-GPQ



VISIBILITY OF PROGRESS AGAINST THE PLAN

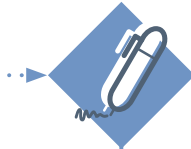
The back office has complete visibility of resource location and progress against the plan.





PAPERLESS JOBS AND WORKFLOW

Workflows are fully customisable with conditional branching only showing drivers questions that are relevant.



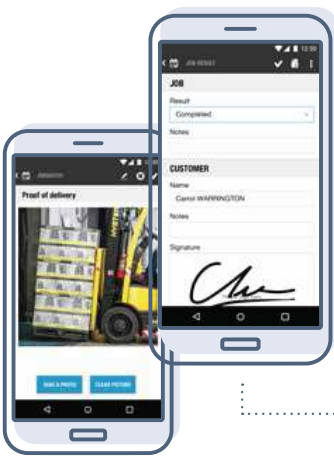
LOG AND PHOTOGRAPH EXPENSES

No more lost receipts. Expenses are logged, GPS location stamped and photographed as they occur.



PROOF OF JOB COMPLETION

Electronic signature and proof of job completion or delivery is instantly relayed to the back office allowing prompt invoicing.



FULLY BRANDED CUSTOMER REPORTS

Custom reports, delivery and collection notes can instantly and automatically be emailed to your customers the moment the job is complete.



INVOICE IMMEDIATELY

Invoice customers without delay. The built-in accounting and finance module even integrates with Sage.

AUTOMATIC TIMESHEETS

Accurate activity based timesheets are signed off daily or weekly by the driver. A single report shows how the timesheet compares to the vehicle activity and Tacho (if installed).



JOB MARGIN

The job margin report allows you to understand your actual costs for a job, compared to the revenue. This allows you to monitor, manage and maximise profitability



REPORTING AND PERFORMANCE

A wealth of insight and intelligence into your business performance is at your fingertips.



DRIVER BEHAVIOUR, CANBUS, TACHO AND PTO

Drivers receive a friendly and motivational debrief at the end of each shift, with management reports that track performance and improvements over time. Links to CANbus, Tacho and PTO data also available.

A DAY IN THE LIFE

FOR SALES & MARKETING

WITH BIGCHANGE



MANAGE THE SALES PROCESS FROM END-TO-END

BigChange lets you manage the entire sales process, from capturing leads right through to sales appointments, quotations and order forms.

CAPTURE AND LOG LEADS

Capture, classify and distribute your sales leads with ease, with the integrated CRM.



PERSONALISED MARKETING CAMPAIGNS

Target specific segments or CRM groups with personalised marketing campaigns using editable email templates. Manage marketing opt-in for GDPR compliance.



DRIVE YOUR SALES PIPELINE

Manage all your sales opportunities all the way through the funnel. Have complete visibility of the value of your pipeline, with sales probabilities.



NEVER MISS A FOLLOW UP ACTIVITY

Log all sales calls, communications and follow-ups with notes that are shared across your team. Alerts ensure your salespeople don't miss any follow-ups.



VOIP PHONE INTEGRATION

BigChange CRM links to your VOIP phone system. The right customer or prospect record loads in an instant when the phone number is recognised.



SCHEDULE WITH INTELLIGENCE

The intelligent scheduling assistant helps you to deploy the right salesperson or estimator, taking into account skills, product-knowledge, territories and proximity.



APPOINTMENTS

BigChange instantly sends job confirmations to clients via email, with a calendar link.



MANAGE EVERYTHING ON THE GO

Your mobile team have all the information they need for each sales appointment or visit on the BigChange app.





STAY SAFE AND COMPLIANT

Start of day vehicle checks prompt drivers to check the safety of their vehicle. Defects or faults can be logged and photographed.



SAT-NAV WITH LIVE TRAFFIC

The right address is automatically loaded into the integrated sat-nav for easy travel to the exact appointment or job location.



LOG EXPENSES INSTANTLY

No more lost receipts. Expenses are logged, GPS location stamped and photographed as they occur. A much simpler process.



LOVE THE ETA ALERTS

Your client will receive an estimated time of arrival text message. They can even track your team live on the map.

Fast Repair - we're due to arrive at 13:10 track us live using this link AX1692-GPQ



CRM GOES MOBILE

Access CRM records and notes on the go. So your people can review client information before they go into a sales appointment or meeting.



SUCCESSFUL SALES WORKFLOWS

Custom workflows manage the sales process step-by-step. Capture all kinds of data on-site, including photos.



DOCUMENTS AT HAND

Your team can access materials in the library. Such as brochures, price lists and technical specs.



SHARE QUOTES AND CONFIRM ORDERS ONLINE

Create quotations via the mobile app by adding pre-defined line items which are then sent to clients by email. Customers can accept quotes and sign order forms online.



COMPLETE TEAM VISIBILITY

Have complete visibility of your sales team with integrated vehicle and/or mobile device tracking. Know progress against the plan at a glance.



DRIVER BEHAVIOUR DEBRIEF

Drivers receive a friendly and motivational debrief at the end of each shift. Management can track and compare eco-driving, safety and individual driver improvement over time.





FLEET MANAGEMENT

YOUR FLEET, COVERED

With BigChange, you can manage the fleet data on all your vehicles, trailers, assets and equipment. Removing many of the risks associated with vehicle investment and day-to-day running.

MANAGE ALL TYPES OF VEHICLES

There's no limit. Our system lets you manage any type of vehicle, asset, trailer or special vehicle.



CAPTURE KEY FLEET DATA

Instantly access key data, such as vehicle odometer and fuel tank levels.

SECURE DOCUMENTATION

BigChange creates a safe, secure central place to keep everything organised - including leases, insurance, MOT, vehicle registration and other legal documents.

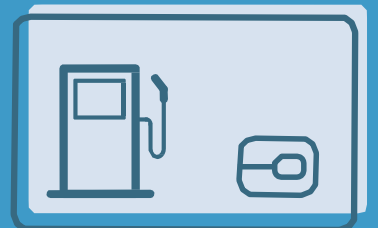
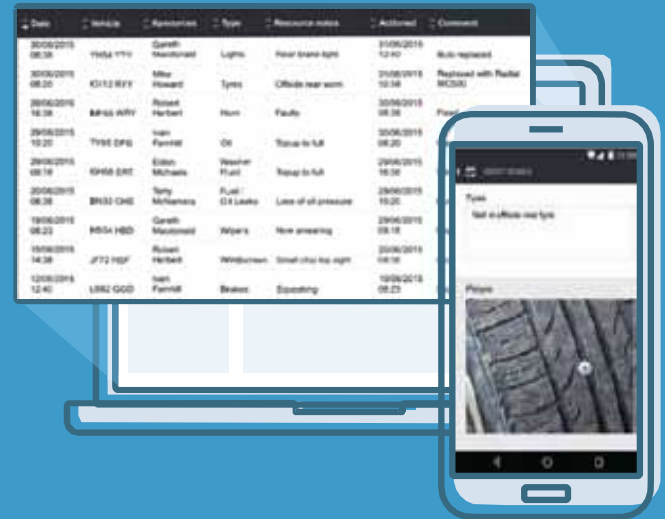


EVENT ALERTS

You won't miss a thing with alerts on important fleet events, like lease expiry, servicing and vehicle inspections. Helping you stay legal and avoid inadvertent infringements.

DVSA COMPLIANT WALKAROUND CHECKS AND DEFECT MANAGEMENT

Our management functionality allows you to manage defects and repairs with confidence, keeping a detailed record for each vehicle.



IMPORT AND LINK FUEL CARD DATA

Now you can link fuel card transactions to actual vehicle mileage (verified by the integrated vehicle tracking). Identifying discrepancies and calculating accurate MPG figures.



RESOURCE MANAGEMENT

TAKING CARE OF YOUR TEAM

Your people are your most important asset. BigChange gives you the means to keep their information safe and up-to-date.

INDIVIDUAL RESOURCE PROFILES

Create a clear picture of every individual's working hours, hourly pay and any special rates that apply out-of-hours. You can also log skills and qualifications, with alerts before they expire.



MANAGE AND RECONCILE EXPENSES

All expenses entered by team members in the field can be managed and reconciled with ease.



SECURE HR RECORDS

Make sure your HR records are secure with our central, secure repository. And protect sensitive personal information by restricting access to authorised senior team members.

CONTACT DETAILS

Store essential contact information for your team, including emergency contacts.

HOLIDAYS AND ABSENCES

Keep track of your team's time away from work, by managing and recording absences, sickness and holidays.

BigChange

The paperless way to plan, manage, schedule and track your mobile workforce.



Select the perfect BigChange solution for your needs...

Features	JourneyWatch Vehicle Tracking with Driver Mobile App.	JobWatch All-in-one Mobile Workforce Management includes Free Vehicle Tracking	JobWatch Plus All-in-one Mobile Workforce Management including Rugged Samsung Tablet and also includes Free Vehicle Tracking
Real-Time Tracking Either Hard Wired, Plug-In OBD or via Mobile Phone	✓	✓	✓
Driver Behaviour	✓	✓	✓
Timesheets & Expenses	✓	✓	✓
Messaging	✓	✓	✓
Driver Checks & Log Defects	✓	✓	✓
Fleet Management	✓	✓	✓
Alerting	✓	✓	✓
Health & Safety	✓	✓	✓
Reporting & Performance	✓	✓	✓
Call Handling & CRM		✓	✓
Jobs & Workflow		✓	✓
Plan, Schedule & Dispatch		✓	✓
Invoicing & Finance		✓	✓
Stock & Equipment		✓	✓
Sat-Nav			✓
Rugged Mobile Tablet			✓

NOTES

JobWatch Implementation (detailed overleaf) is mandatory for all New JobWatch and JobWatch Plus Customers.

In-vehicle Cradles (Hard Wired or Suction Mounted) are optional and can be purchased for the price detailed overleaf.

A JobWatch license is required for each Mobile user and each Back-Office CRM user.

FLEET & RESOURCE MANAGEMENT

Fleet Management

	JourneyWatch	JobWatch	JobWatch+ Optional Extra
Manage all vehicles, trailers, assets & equipment	✓	✓	✓
Defect management, reporting & alerts	✓	✓	✓
Driver behaviour	✓	✓	✓
MPG with fuel transaction import	✓	✓	✓
Alert on expiry of MOT, road tax, insurance & servicing	✓	✓	✓
Odometer readings automatically updated	✓	✓	✓
Customised fields	✓	✓	✓
Attach documentation (service docs, licenses, insurance)	✓	✓	✓
Import & export	✓	✓	✓

Resource Management

Automatic timesheets from mobile app	✓	✓	✓
Employee records	✓	✓	✓
Custom groups (e.g. skills, qualifications, attributes)	✓	✓	✓
Log holidays, absence & sickness	✓	✓	✓
Manage working hours	✓	✓	✓
Manage labour rates (normal, special, out of hours)	✓	✓	✓
Individual attributes	✓	✓	✓
Add photos of team members	✓	✓	✓
Upload documents & HR forms	✓	✓	✓
Import / export functionality	✓	✓	✓

CUSTOMER RELATIONSHIP MANAGEMENT

CRM, Contacts & Call Handling		✓	✓
View & update CRM on the mobile app		✓	✓
Accounts, contacts & sites		✓	✓
Setup contacts with Google search data		✓	✓
Call, task & activity tracking		✓	✓
Phone integration (for BT cloud & Avaya VoIP)		✓	✓
Case management & account history		✓	✓
Tasks, notes & follow up reminders		✓	✓
Contract management		✓	✓
Rates & price lists		✓	✓
Attach documents		✓	✓
Case team collaboration		✓	✓
Instant email acknowledgement		✓	✓
Custom fields for contact groups		✓	✓
Site hours & availability		✓	✓
Customisable case notes		✓	✓
Import & export contacts		✓	✓
Knowledge base – store and tag information to share		✓	✓

Customer Booking Site

Customer self-service booking		✓	✓
Create new jobs & view existing jobs		✓	✓
Pre-defined job types, site locations & assets		✓	✓
Accept quotations		✓	✓

Customer Booking Site - Continued

View & download financial documents		✓	✓
Add custom logo & branding		✓	✓
Custom fields		✓	✓
Automated email confirmations		✓	✓
Request ETA		✓	✓

MESSAGING

Instant secure messaging between back office & field	✓	✓	✓
Send SMS (charged at 5p per message)	✓	✓	✓
Message mobile devices, web users & email	✓	✓	✓

HEALTH & SAFETY

Working time - monitor time sheet	✓	✓	✓
Vehicle & asset safety checks	✓	✓	✓
Driver behaviour & risk management reporting	✓	✓	✓
Skills with time expiration (e.g. qualification lapsed)		✓	✓
Site safe access hours		✓	✓
Flagged site notes - e.g. beware of the dog		✓	✓
Alerts e.g. excessive driving, EU driving hours	0	0	0
Health & Safety workflow with mandatory tasks & inspections		✓	✓
Worksheet alerting on answers at risk		✓	✓
Manager sign-off option		✓	✓
Order workflow		✓	✓
Risk assessments & method statements		✓	✓
Working time - tachgraph status (optional)	0	0	0

INVOICING & FINANCE

Create custom financial documents, invoice quicker & get paid faster

Quotes & instant customer authorisation		✓	✓
Instantly raise pro-formas, invoices, delivery & credit notes		✓	✓
Customer statements & track payments		✓	✓
Attach documents		✓	✓
Quick-creation of financial docs based on job type & pre-defined rate rules		✓	✓
Instant export to PDF & email		✓	✓
Setup collection & delivery rates by job or customer		✓	✓
Setup pre-defined invoice items		✓	✓
Create customer price lists		✓	✓
Discounts managed & applied		✓	✓
Link multiple jobs to a single invoice		✓	✓
Built in margin calculator		✓	✓
Recurring invoicing		✓	✓
Full customisation to match brand identity		✓	✓
Multiple bank accounts		✓	✓
Multi-currency (linked to live exchange rates)		✓	✓
Automatic sending of quotes, invoices and job-cards		✓	✓

✓ Included as standard

0 Optional extra

Ⓜ Required for JobWatch

	JourneyWatch	JobWatch	JobWatch - Registration Fee
Invoicing & Finance - Continued			
Analyse by nominal code & department code		✓	✓
Integrate with Sage or other packages		✓	✓
Express quoting with standard job types		✓	✓
Visibility of jobs not yet invoiced		✓	✓
SCHEDULER			
Plan, Schedule & Manage Jobs			
3-click job creation		✓	✓
Customise job types & workflow		✓	✓
Conditional branching (optional)		✓	✓
Configurable job constraints		✓	✓
Optional constraints: time, service level, skill set, vehicle attributes		✓	✓
Set rates by job type		✓	✓
Grant permission for out of hours jobs		✓	✓
Set duplicate & recurring jobs		✓	✓
Dynamic scheduling assistant		✓	✓
Identify ideal resource based on constraints		✓	✓
Custom categories for unallocated jobs		✓	✓
Drag & drop job scheduling		✓	✓
Daily, weekly, monthly & list views		✓	✓
Insufficient drive time warning		✓	✓
Customer email confirmation with calendar invite		✓	✓
Job status updated in real-time with colour coding		✓	✓
Identify status or job type with flags		✓	✓
Live planned vs actual reporting		✓	✓
View jobs on map		✓	✓
Import / export job data		✓	✓
Create set routes by vehicle		✓	✓
Optimise up to 20 stops per vehicle		✓	✓
Drag & drop routes		✓	✓
Export job data		✓	✓
EQUIPMENT & STOCK			
Stock catalogue		✓	✓
Set cost of goods & standard prices		✓	✓
Stock movement history & stock reports		✓	✓
Van stock management		✓	✓
Map view of stock & equipment locations		✓	✓
ALERTING			
Alert on jobs, web-users, mobile resources or vehicles	✓	✓	✓
ETA alerts		✓	✓
Jobs at risk report		✓	✓
Engine idling	✓	✓	✓
Speeding	✓	✓	✓

	JourneyWatch	JobWatch	JobWatch - Registration Fee
Alerting - Continued			
Late arrival / finish	✓	✓	✓
Out of hours use	✓	✓	✓
Working time directive - EU driving hours	0	0	0
Geofencing	✓	✓	✓
London Congestion Zone, Low Emission Zone	✓	✓	✓
Territory alerts	✓	✓	✓
Prohibited locations	✓	✓	✓
REPORTING & PERFORMANCE MANAGEMENT			
OneClick reporting - view in seconds	✓	✓	✓
Self-service reporting	✓	✓	✓
Schedule automatic reports by email	✓	✓	✓
View by date, job type, resource, driver or vehicle	✓	✓	✓
Export all reports to Excel, PDF, Word or image	✓	✓	✓
Management Reports			
BigData KPI report - measure customer service & quality, business productivity & driver vehicle risk management (actual Vs targets)		✓	✓
CRM contact note reports		✓	✓
Financial Reporting			
Job Margin Report		✓	✓
Revenue by customer or resource		✓	✓
Journey cost report	✓	✓	✓
Expenses report	✓	✓	✓
Financial report		✓	✓
Statement of account		✓	✓
TimeSheets			
Timesheet report	✓	✓	✓
Timesheet summary report	✓	✓	✓
Vehicle Reports			
Driver check	✓	✓	✓
Defect report	✓	✓	✓
Vehicle consumption & emissions	✓	✓	✓
Tracking Reports			
Journey report	✓	✓	✓
Driver behaviour report	✓	✓	✓
Time at location report	✓	✓	✓
Private mileage report	✓	✓	✓
Minute by minute report	✓	✓	✓
Tachograph report	0	0	0
PTO report	0	0	0

	JourneyWatch	JobWatch	JobWatch - RoadCrew version
Tracking Reports - Continued			
Jobs Reporting			
Job report		✓	✓
Job cards		✓	✓
Job response times		✓	✓
Engineering report		✓	✓
Custom reports (bespoke created for you)		0	0
Stock & Equipment			
Stock & equipment inventory		✓	✓
Stock & equipment movement		✓	✓
MAP			
Live Map - Real Time Visibility			
Live & interactive Google mapping with traffic & weather	✓	✓	✓
4 map views - road, aerial, ordinance survey & street view	✓	✓	✓
View live resources & vehicles	✓	✓	✓
Display contacts, territories & zones	✓	✓	✓
Colour coded icons show resource & vehicle status	✓	✓	✓
View journey history - snail trail with driver behaviour	✓	✓	✓
Find the nearest vehicle or resource to location	✓	✓	✓
View resources that have visited a location	✓	✓	✓
Route planner	✓	✓	✓
Display equipment & stock		✓	✓
View Jobs & Statuses		✓	✓
Compare journeys for multiple resources	✓	✓	✓
JobWatch Express			
View back-office tracking & driver information via iPhone App or Web App	✓	✓	✓
RoadCrew Customer Service & Support			
Free 24/7 RoadCrew telephone support	✓	✓	✓
Free online support & training	✓	✓	✓
Secure, cloud based software	✓	✓	✓
Optional custom industry terminology 'glossary'	✓	✓	✓
Multi lingual - works anywhere in the world	✓	✓	✓
Role permissions	✓	✓	✓
White label email & SMS	✓	✓	✓
Custom report writing	0	0	0
Project management	0	0	0
JobWatch Implementation (one off additional costs)			
On-site system setup and training (4 days)		R	R
Custom reports	0	0	0

*On-site system setup & training is **mandatory** for new JobWatch customers

	JourneyWatch	JobWatch	JobWatch - RoadCrew version
Integration Options			
Web Service APIs	0	0	0
Import services		0	0
Link to other back office systems	0	0	0
ANDROID NATIVE MOBILE APP			
Complete every job - without a single sheet of paper			
Activity based timesheet reporting	✓	✓	✓
Driver pre-use checks & defect reporting	✓	✓	✓
Capture images of defects	✓	✓	✓
View previous checks & outstanding defects	✓	✓	✓
Log expenses with GPS timestamp	✓	✓	✓
Messaging & corporate communication	✓	✓	✓
Driver behaviour de-brief	✓	✓	✓
RoadCrew support	✓	✓	✓
Native Android app - also works offline	✓	✓	✓
Optimised for smartphone and tablet (portrait & landscape views)	✓	✓	✓
Available from Google Play Store	✓	✓	✓
Secure user ID pin	✓	✓	✓
Business & private mode	✓	✓	✓
Jobs received in real-time		✓	✓
Access to current, historical & future jobs		✓	✓
Job detail (location, contacts, work instructions)		✓	✓
View job history		✓	✓
Log parts used		✓	✓
Proof of service: signature & image capture		✓	✓
Capture job notes & comments		✓	✓
Create new jobs in the field		✓	✓
Turn by turn navigation with auto-address		✓	✓
Library - attach schemas, diagrams, manuals		✓	✓
Fully branded job cards automatically created		✓	✓
Tracking Hardware & App			
Vehicle tracking - hard wired	✓	✓	✓
Trailer, plant & equipment Tracking	✓	0	✓
Plug & Go OBD fleet tracking (plugged into OBD socket 12v only)	✓	0	✓
Android smart phone tracking (various settings)		0	✓
Mobile Hardware			
8" BigChange Rugged Mobile Tablet			✓
Satellite Navigation Licence (truck, car or van)			✓
Mobile data 500mb			✓
Device management software lockdown			✓
Device Support & Manufacturers Warranty <i>(Accidental damage and wear & tear are not included in the warranty)</i>			✓

✓ Included as standard

0 Optional extra

R Required for JobWatch

OUR CLOUD HAS THE MOST SECURE LINING

SAFE AND SECURE

BigChange is hosted safely in the cloud, to ensure the highest levels of data security, confidentiality, integrity and availability.

A WORLD-LEADING PLATFORM

Our platform is hosted by Amazon Web Services (AWS). Trusted by over a million leading enterprises around the world. It offers unrivalled scalability, computing power, database storage, content delivery and security. If you'd like more information about our enterprise architecture, talk to us.

ISO 9001 ACCREDITED QUALITY MANAGEMENT SYSTEM

BigChange's Quality Management System is independently ISO 9001 accredited. This level of accreditation reflects the systematic, rigorous and process-driven approach that we take to managing our business. It is our policy to deliver the highest standards to our customers, in terms of quality and service excellence. ISO 9001 is the global standard for quality management.



ISO 9001:2015



FS 697440

GDPR

The advanced features of BigChange support our customers' GDPR programmes. Including data subject consent management and request management, as well as enhanced data protection and security controls.

FOR MORE INFORMATION ABOUT INFORMATION SECURITY AND GDPR, PLEASE GET IN TOUCH.

BigChange

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