

Workflow design module launched

3 years ago



Software provider [Mentor Business Systems](#) has launched a new module of its field service management system, designed to allow rapid design and deployment of complex workflows using an intuitive visual interface that requires no coding or development expertise.

It features a simple drag-and-drop builder, where different actions can be linked in a step-by-step process, reducing the potential for mistakes or inefficiencies on site. Depending on the job requirement, businesses can deploy simple, linear guides or expansive workflows with multiple branching pathways. Gates can be added along the workflow requiring inputs or outputs before proceeding, eliminating the possibility of missing signatures or unmet certification.

The announcement said businesses can build granular workflows with in-built safeguarding against human error or oversight. These are designed to improve efficiency and accuracy while expanding evidence-collection and compliance capabilities. It also reduces the demands on human resources by automating the job process and allowing a greater number of engineers to complete even the most complex jobs.

General manager Rebecca Pickersgill said, *“Our customers are always looking for ways to simplify their on-site processes and reduce the time and costs associated with installation and maintenance. We worked with our clients to build a powerful workflow design system that’s easy to use, quick to deploy, and adaptable to their exact requirements.”*

The software is designed to integrate with existing job processes and data, reducing the friction associated with other process platforms and streamlining all on-site and office operations. Users can add the module to their existing package with no downtime or complications. It is another plug-and-play addition to the feature set and customisation catalogue.