

# On-the-Go Scheduling

All Covered  
IT SERVICES FROM KONICA MINOLTA

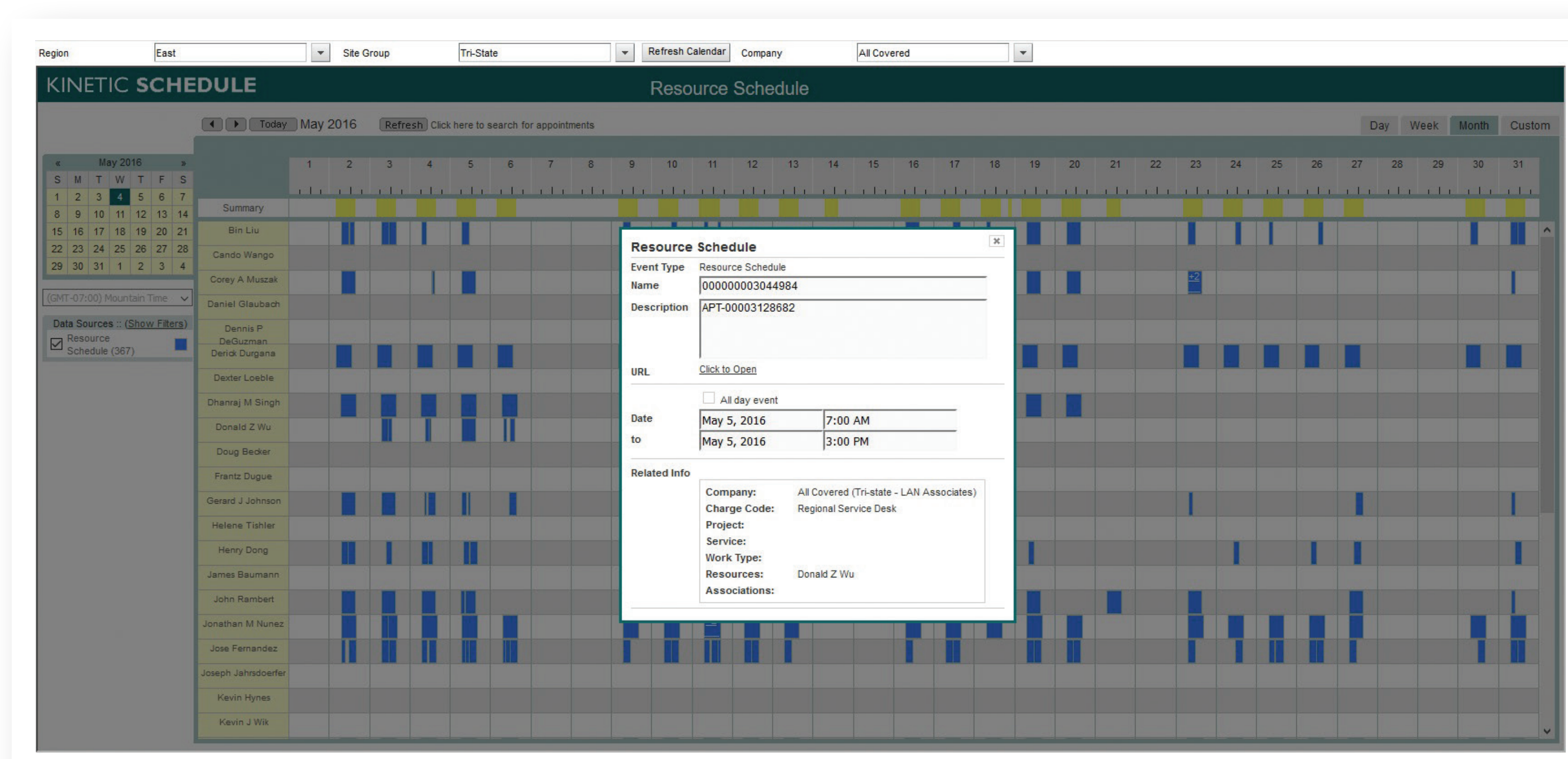
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The IT Services division of Konica Minolta, All Covered helps companies through a full range of IT services and technology support.

Whether it's coffee, tea, soda or an energy drink, most of us have our preferred method of caffeine intake with us each day. The same goes for our increasingly digital world. We rely on our email and calendar every day. Especially if your workforce is predominantly remote millennial engineers!

## Problem

- Disparate dispatchers change engineers' calendars throughout the day
- Remedy consoles and portals are inconvenient when engineers are on the move
- Highly customized appointment/reoccurring appointment modules in Remedy



## Action

- All Covered already uses Kinetic Data Calendar and Schedule
- Use of Kinetic Task Handlers currently available on the community website
- Build unique Kinetic Task Handlers for custom handling and exceptions
- Send individual engineers Microsoft Outlook calendar appointments for their ever-changing calendars



## Result

- Engineers are now able to see their schedules on the fly from a device that's already on and in their pockets
- No more need to struggle with logging onto consoles or portals just to get the address of your next appointment
- We can efficiently route our engineers where their specific skills are required
- No consulting time lost due to dynamic schedule changes

