

OSTENDO

One system • Complete operations

Mobility & Freeway

Features & Capabilities Paper

Ostendo Freeway brings your operations to mobile devices—from warehouse floors to customer sites, from delivery trucks to field service technicians. This guide explores how the Freeway app on Android and iOS extends Ostendo's capabilities beyond the desktop, enabling real-time data capture and instant access to business information.

Solutions & Style Templates

Think of Freeway like Microsoft Excel—the program itself does nothing without a spreadsheet solution. Freeway runs pre-defined 'Solutions' developed within Ostendo, each containing 'Style Templates' designed for specific purposes.

Solutions group related templates: a Warehousing Solution might include templates for Stock Counts, Transfers, and Receipting. A Service Solution might cover Job Orders, Timesheets, and Compliance Checks. A B2B Customer Solution enables customer self-service, while a Sub-Contractor Solution manages external workforce engagement.

Style Template Matrix defines rules around template usage. Specific templates can be linked to Customer Assets, Job Types, or other criteria—ensuring users see only the relevant options for their current task.

The information you can capture is almost unlimited—not just transactional data for Jobs and Orders, but also surveys, diagnostic processes, quality inspections, and any other structured data collection need.

Datasheets & Data Capture

A Datasheet is completed when an individual records information based on a Style Template. Employees create datasheets when working on jobs—recording materials, time, and completion

information. When finished, the datasheet returns information to Ostendo, updating jobs and records automatically.

Each Style Template can include multiple entry types: Materials, Times, Photos, Sketches, Signatures (mandatory and optional), Typed Notes, Audio Notes, Checklists (predefined and dynamic with their own Q&A, images, and values), Hazards, Maps, Asset Readings, GPS tracking, and more.

Scan On allows users to initiate a datasheet simply by scanning a barcode. This is especially useful when users primarily deal with one type of transaction—scan and start working immediately.

Materials can be selected via search or presented in a hierarchical structure based on product categories or custom groupings. Picking Classes restrict employees to picking only items belonging to certain classes—useful for dangerous goods or heavy items requiring special handling.

Assignment Board & Scheduling

The graphical Assignment Board allows Jobs, Sales Deliveries, Manufacturing Orders, Customer Call Tickets, and Activities to be assigned and deployed to Freeway users. Multiple board profiles can be defined, conditioning information displayed to relevant back-office users—a Service Co-ordinator sees only jobs for their allocated technicians.

The Assignment Board can also book work against Company Assets such as machines. This supports manufacturing environments where routing steps are assigned to equipment rather than people.

Capability Rules ensure correctly qualified staff or assets are assigned. If a qualified tradesperson must be booked on each job, assigning an apprentice alone triggers a warning—the job isn't available until capability requirements are met.

Pooling deploys jobs to all team members, with the first to pick up automatically allocated. Blocked Time marks assets or employees unavailable—for machine breakdowns or staff leave. On-screen warnings alert dispatchers to out-of-sequence assignments, double bookings, overdue work, and material shortages.

Warehousing & Standard Functions

Standard internal warehousing functions include Stock Counts, Stock Transfers between warehouses and locations, Purchase Receipting into store, Issuing and Picking of materials to Manufacturing and Job Orders, Receipting Finished Goods from Manufacturing Orders, Picking for Sales Orders, and updating Tracking Codes.

Materials can be issued from defined warehouse locations for each mobility user—supporting van stock scenarios where technicians carry their own inventory. Time entries can post directly to jobs or accumulate in timesheet batches for approval.

Teams allow recording of multiple employees' time on one device. A team leader receives the job and enters time for each team member, requiring only a single device for the whole crew.

Different Labour Codes can record different time types with varying cost and sell rates—distinguishing travel time from work time, or standard hours from overtime.

B2B & Subcontractor Portals

B2B capability provides customers direct database access via their own portal. With minimal setup, customers can run specific inquiries, log jobs, enter sales orders, and view their account information—reducing administrative overhead while improving service.

Sub-Contractor functionality deploys work to external providers. They enter time, materials, and charges through datasheets. Once completed and returned, relevant jobs and timesheets update. Buyer-created invoices or purchase receipts can be generated automatically.

Real-Time Inquiries developed within Ostendo enable field users to access customer balances, stock levels, sales data, outstanding invoices, statistical information, and management KPIs—including graphical chart displays.

The Notify option sends text or email messages directly from Freeway—standard messages like 'Running 15 minutes late' or custom messages. GPS coordinates can optionally be included for location tracking.

Customisation & Integration

Customisable backgrounds, buttons, and headings control the look and feel of Freeway. Your own logo can be included for branding. Specific button captions can be personalised—for a B2B solution, 'Complete Datasheet' might become 'Go to Checkout'.

Custom Guides developed in Ostendo deploy to Freeway users—documenting Standard Operating Procedures, machine instructions, or any reference material needed in the field. Corrective Actions allow users to create call tickets or jobs for issues noticed while on site.

API Integration via HTTP or HTTPS enables third-party apps to read and write to the database. API security can be date-controlled with expiry dates or removed at any time.

Datasheet forwarding allows partially completed work to be sent to another user—such as a supervisor for approval. The Assignment Board can auto-refresh on wall-mounted displays, and can automatically move assignments when datasheets are created, helping coordinators reschedule subsequent work.

Ready to mobilise your operations?

Contact your local Ostendo Consultant to discuss how these capabilities can be configured for your specific business requirements.

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