

Title (en)

SYSTEM FOR MONITORING AND DEPLOYING ENGINEERS

Title (de)

SYSTEM FÜR DIE ÜBERWACHUNG UND DEN EINSATZ VON TECHNIKERN

Title (fr)

SYSTÈME POUR SURVEILLER ET DÉPLOYER DES TECHNICIENS

Publication

EP 2643802 A1 20131002 (EN)

Application

EP 11791624 A 20111121

Priority

- GB 201019858 A 20101123
- GB 2011052280 W 20111121

Abstract (en)

[origin: WO2012069814A1] A system and method for monitoring the location of engineers within a specified area. The system comprises a plurality of nodes arranged throughout the specified area. The system monitors the locations of handheld devices carried by the engineers. When a maintenance request is received by the system, the system determines which of the engineers to respond to the maintenance request based on the locations of the handheld devices within the specified area. The system is then able to instruct the engineer via the handheld device to respond to the maintenance request. The system may also transmit further data to the handheld device for the engineer to view.

IPC 8 full level

G06Q 10/06 (2012.01); **G06Q 50/04** (2012.01)

CPC (source: EP)

G06Q 10/06311 (2013.01)

Citation (search report)

See references of WO 2012069814A1

Citation (examination)

- EP 1562090 A1 20050810 - ROCKWELL AUTOMATION TECH INC [US]
- US 2003158770 A1 20030821 - CARLSON LEIF [US], et al
- US 2003069648 A1 20030410 - DOUGLAS BARRY [US], et al
- US 2003130820 A1 20030710 - LANE GEORGE H [US]

Cited by

CN105139472A; CN106209135A; US11480044B2

Designated contracting state (EPC)

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