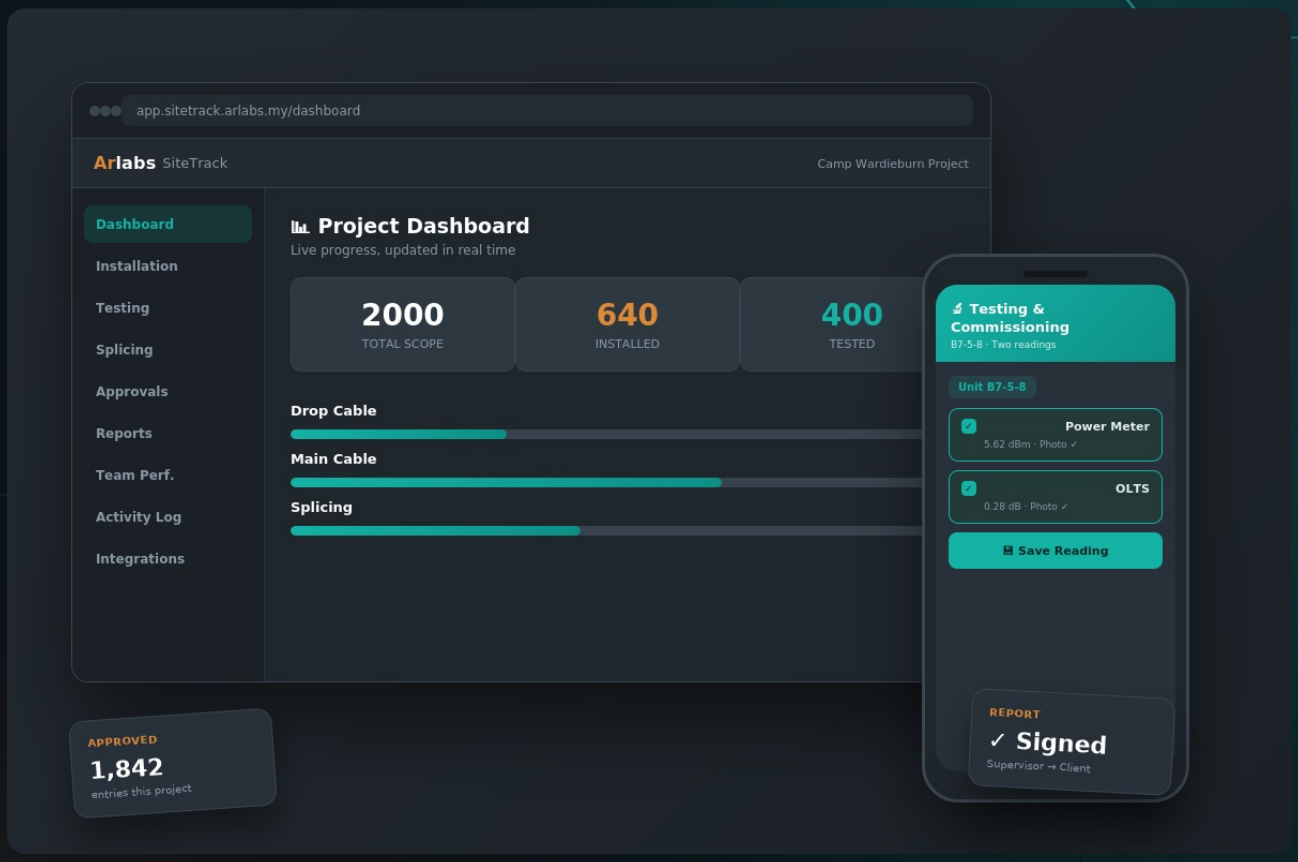
GUIDE

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PRACTICAL GUIDE · OPERATIONS

Digitising Field Operations

How Malaysian operators move paper-based field and maintenance work to mobile-first, real-time systems — without disrupting the people doing the job.

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GUIDE

Digitising Field Operations

How Malaysian operators move paper-based field and maintenance work to mobile-first, real-time systems — without disrupting the people doing the job.

> Field work recorded on paper is always a day behind. The fix is not more discipline — it is structure.

Why paper and chat apps fail in the field

Field work recorded on paper, spreadsheets and chat photos is slow to consolidate, easy to lose, and impossible to audit. Progress is always a day behind, evidence is scattered, and the same job often gets counted twice. As operations scale across sites and crews, the gap between what happened and what is recorded keeps widening.

What good looks like

A modern field system is mobile-first and offline-ready, captures photo evidence at the point of work, and syncs automatically when signal returns. Every entry is attributed, timestamped and approval-gated, so only verified work counts toward official progress. Supervisors verify from anywhere and leadership sees live status.

A practical rollout

Start with one workflow — installations, inspections or work orders — and one team. Digitise the exact steps they already follow, in their language, with a focused two-screen flow. Prove accurate daily progress and client-ready reporting, then expand module by module. Keep the record as the single source of truth.

What to measure

Track time from job done to job recorded, duplicate-entry rate, percentage of work with photo evidence, and time to produce a client report. Improvements here compound quickly into fewer disputes, faster billing and better planning.

Common pitfalls

Digitising every process at once; forcing office-style forms onto field crews; treating self-reported entries as verified; and skipping the approval step to move faster. Each trades short-term speed for a record nobody trusts.

Checklist before you start

Name the one workflow with the most pain. Identify the team that will pilot it. Agree what counts as 'done' and who verifies it. Decide the three numbers management wants to see weekly. Confirm the field devices and connectivity you actually have.

> ABOUT ARLABS
>
> Arlabs builds and runs operational software for Malaysian organisations — field operations, maintenance, command centres, workforce and accounting. This guide draws on what we see across those deployments.

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