

Important Update to Mobile Workforce App – Action Required

We are releasing an important update to the Mobile Workforce app this month.

Why This Update Matters – Security First

The primary reason for this update is to safeguard your business operations by ensuring your data remains secure and protected against evolving cyber threats. Older versions of Android no longer receive critical security patches from Google, leaving devices increasingly vulnerable to malware, unauthorised access, and data breaches.

By enforcing a minimum supported Android version, we are ensuring:

- **Protection Against Known Vulnerabilities:** Devices running outdated Android versions are susceptible to well-documented exploits. Using only supported Android versions ensures protection against known security flaws.
- **Compliance with Industry Standards:** Many regulatory frameworks and industry standards require up-to-date security practices, including the use of supported operating systems. This update supports your compliance efforts by eliminating reliance on insecure platforms.
- **Secure Data Transmission:** The updated app incorporates the latest secure communication protocols, reducing the risk of data interception during transit.
- **Access to Ongoing Security Enhancements:** By updating to newer Android versions, you will continue to receive timely security updates from Google and benefit from our latest security-focused app updates.
- **Reduced Risk of Service Disruption:** Proactive updates help minimise the risk of cyber incidents that could otherwise cause unplanned downtime or operational issues.

This update is a critical step in maintaining a secure, stable, and compliant mobile workforce environment. By transitioning to supported Android versions, you are actively reducing security risks while ensuring business continuity.

Key Rollout Dates

- **App Update Release – End of July 2025**
The updated version will be rolled out to all compatible devices.
→ **Minimum required Android version: 10**
- **New ePOD2 Launch – End of September 2025**
Our next-generation electronic proof of delivery (ePOD2) will be available for download from the Google Play Store. Further details will follow.
→ **Minimum required Android version: 13**
- **Current Mobile Workforce App Decommissioning – End of January 2026**
The current Mobile Workforce app will be fully decommissioned and will cease to operate.
→ **All customers must transition to ePOD2 prior to this date**
→ **Devices not meeting the Android 13 requirement will no longer function**

Mobile Workforce App - Latest Update & Device Requirements



What You Need to Know

- This is an update to your existing app, not a new installation. The update must be downloaded from the Play Store and will automatically ensure the device is registered with no further action required.
- Whilst the update is not mandatory at launch:
 - Only the updated app will receive future updates until January 2026
 - All critical security, feature, and bug fix updates will be applied only to the latest version from July 2025
 - By the end of January 2026, all customers must have transitioned to ePOD2 as the legacy version will no longer operate

Actions Required

- To continue receiving updates to your current Mobile Workforce app, ensure all devices are upgraded to at least Android 10 by the end of July 2025.
- Prepare for ePOD2 by ensuring all devices are operating on Android 13 or higher.
- Review your device estate and ensure readiness for the mandatory transition to ePOD2 by January 2026.

Thank you for your cooperation.

The Vigo Product Team