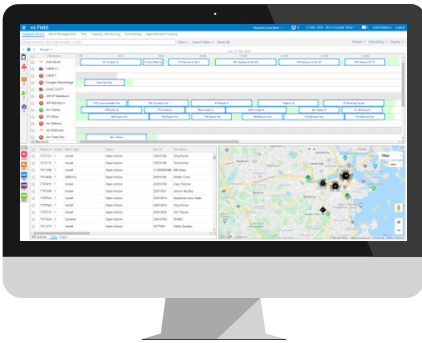


Mobile-enabled Field Service Management software provides digital transformation for utilities with proven improvements in customer experience and operational efficiency



Scheduling and Optimization

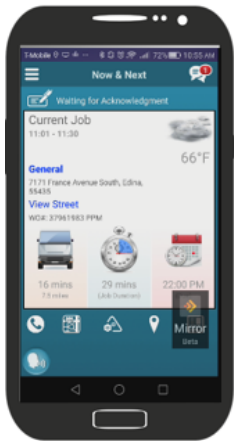
Configurable, rule-based, automated scheduling

- Accommodate a wide variety of criteria including proximity, time and resource constraints, parts inventory, and urgency
- Continuous or batch optimization
- Improved accuracy for scheduling assignments

Dispatch

Time, job, and map-based views of field service team

- Highly configurable with flexible workflows, validations, user-defined fields, permits, and forms
- Real-time data visualization and reporting
- Communication between dispatcher and field technicians



Field Productivity

Comprehensive mobile app for field worker access

- Integrated with navigation, collaboration, notifications, camera, and code reader that works online and offline
- Easy data collection (pictures, signatures, etc.)
- En-route, arrive, and job completion statuses automatically reported
- Customer Notifications & alerts (emails/text messages)

10-20% SAVINGS
field operations costs

25% REDUCTION
work order resolution time

70% AUTOMATED
work assignments

Optional Add-On Capabilities:

Inventory Management

Optimize inventory management for improved parts availability

- Assess inventory levels across organization
- Track part installation on work orders
- Automate supplier orders and replenish stock

Forecasting and Planning

Productivity, efficiency and effectiveness in planning field service work

- Analyze past and projected trends
- Develop and compare work distribution scenarios
- Monitor capacity utilization

Utility Benefits



Automate work management



Enhance productivity



Improve resolution time



Reduce overtime



Allocate resources strategically



Collect field data with ease



Extend outstanding service



Deliver proactive alerts and real-time updates

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