

SCHEDULING

Optimization at the core.

Automatically update work force schedules in real-time, throughout the day with the best field employee assigned for each job based on rating, skill, location, parts availability and more, safeguarding your operational efficiency and giving your customers high-quality service, every time.

Real-time route optimization provides live map views with visibility into all routes, locations, and job sites, further enhancing your field service operations.

Results

40%

increase in first-time
fix rates

15%

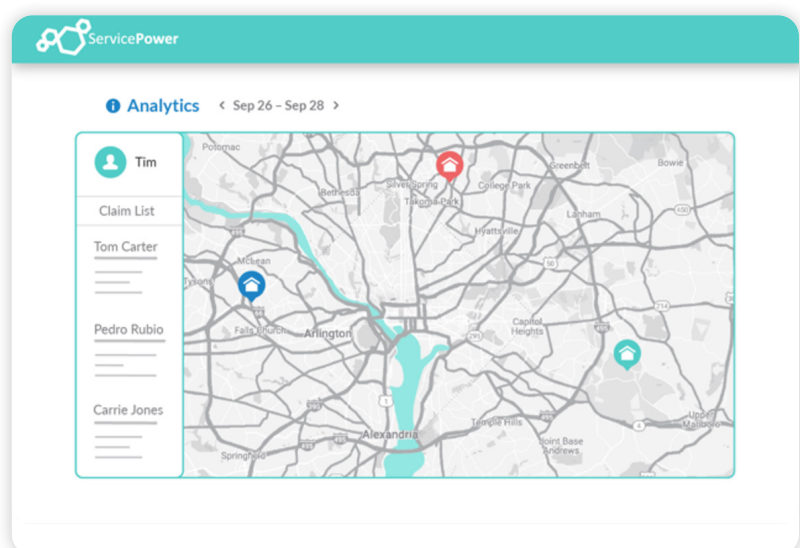
reduction in
travel costs

30%

increase in service
calls per day

Benefits

- ✓ Improves workforce productivity and utilization
- ✓ Increases first-time fix rates
- ✓ Improves customer satisfaction scores and NPS
- ✓ Increases revenue
- ✓ Reduces costs
- ✓ Improves field service worker satisfaction, engagement, and retention
- ✓ Increases visibility into workforce and operations
- ✓ Streamlines field worker communications



Features

Real-time intelligent schedule optimization of your field employees

Optimization based on your unique business KPIs and requirements

Intra-day schedule updating to accommodate customer requests

Scheduling with recognition of required and available inventory

Real-time Gantt with integrated mapping of real-time technician geolocations

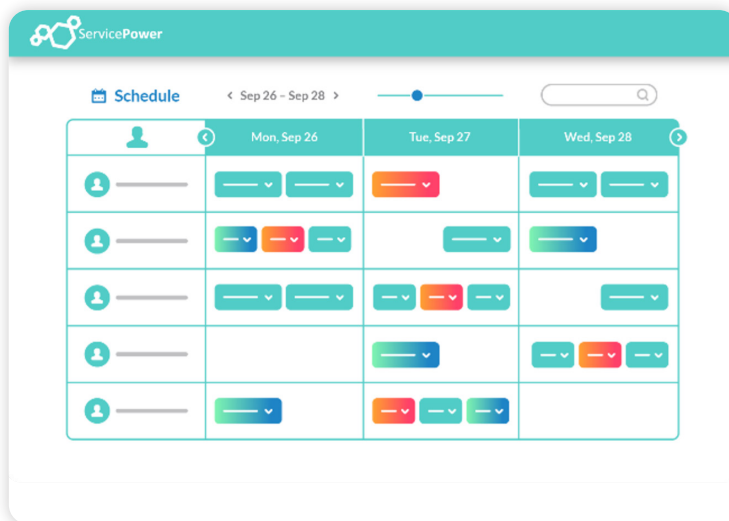
Dynamic, traffic-enabled route optimization

Visibility to warehouse and parts locations

Operation planning and performance reports

Schedule optimization rules based on:

- ✓ Technician skills, certification, location, and availability
- ✓ Weighted territories and boundaries
- ✓ Job prioritization and customer availability
- ✓ Mobility solution integration



Why we are different:

Our scheduling engine allows for **constant change**. We don't impose API-based limits that restrict, or in extreme cases, halt the optimization process.

Every run of the optimizer delivers a stronger schedule and each time that process becomes **more efficient**.

We provide a more intelligent optimization in our powerful engine that is built into our Gantt to constantly eliminate white-space and **maximize availability**.

“Excellent scheduling and resource management solutions.”

- Gartner Peer Insights™ 5.0 Overall User Rating

Trusted by global leaders:



GE APPLIANCES



Electrolux

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