

# 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%**

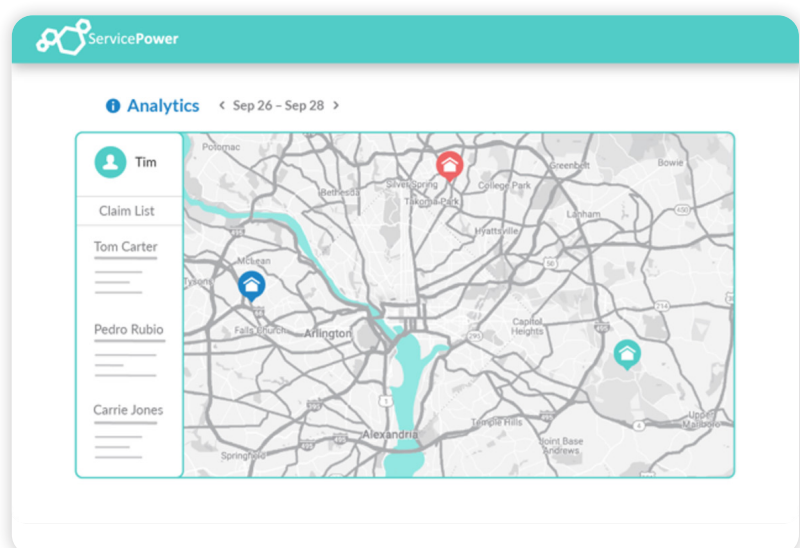
reduction in  
travel costs

**30%**

increase in service  
calls per day

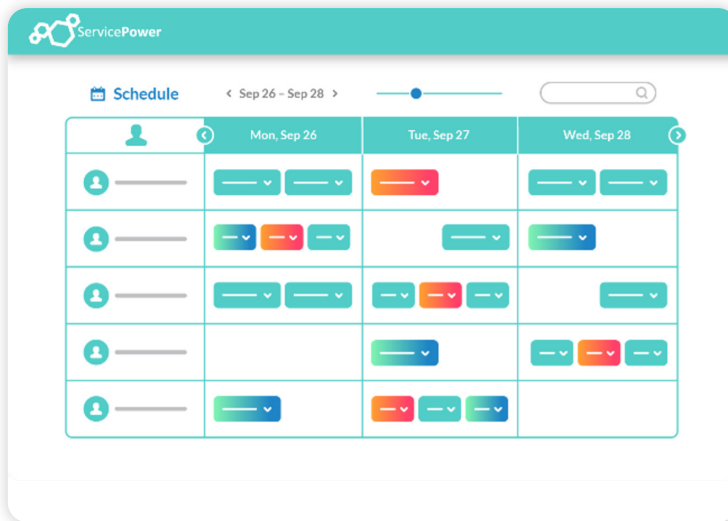
### Benefits

- ✓ 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 AI-based 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

BAXI



servicepower.com

