



SIEMENS

Industry

Manufacturing

Revenue

€28.5B

Number of Employees

91,000

Jobs Dispatched Annually

400,000

Client Background

Siemens is a leading global energy company whose mission is to empower its customers to meet the growing global demand for energy while transitioning to a more sustainable world. Its innovative technologies, extensive energy experience, and an ambitious strategy to decarbonize global energy systems are all central to its efforts to be the partner and driver of energy transition.

ServicePower Solution

Employed Workforce Schedule Optimization

ServicePower Client

Since 2008

“ServicePower’s Schedule Optimization has been a game changer for us through the years. Its automated AI-based scheduling and real-time adjustments improves our workforce productivity and customer satisfaction every day, with every customer interaction, resulting in increased profitability for the organization.”

– Jack Bradshaw,
Pre-Job Process Owner, Siemens

The Challenge

The Siemens customer service teams are dedicated to providing exceptional service for the installation, repair, maintenance, and onsite problem identification and resolution for all meter operations.

This work is performed by over 225 engineers, field technicians, and meter readers, and managed by more than 40 supervisors. These managers are responsible for scheduling operations for Siemens’ retail and consumer operations.

With a culture of continuous improvement, Siemens wanted to achieve the following:

- Provide the best possible service to its customers and to end customers
- Automate job scheduling
- Automate the dispatching of service teams to the field
- Continually improve first-time fix rates
- Maximize workforce productivity
- Reduce travel time and costs.

The Solution

Siemens selected ServicePower’s Employed Workforce Schedule Optimization solution after careful research. It concluded that the ServicePower solution would deliver not only the automation that Siemens required, but also provided real-time, AI-based schedule optimization that would make optimal schedule adjustments throughout the day as conditions such as traffic, weather, and field worker availability changed.

The Results

Collectively, approximately 1,500 jobs per day and 400,000 jobs annually are handled by these teams through ServicePower’s solution. Today, Siemens can easily and optimally schedule significantly more jobs than it would otherwise, helping:

- improve the productivity of the engineers, field technicians, and meter readers, allowing more jobs to be handled every day
- improve first time fix rates
- reduce travel costs and carbon emissions
- improve customer satisfaction and loyalty
- enhance Siemens’ reputation, brand, and competitiveness.

Added Value – Employee Engagement

In addition to better serving the needs of its customers, Schedule Optimization has provided further value for Siemens’ employees. Through improved and automated scheduling resulting from the real-time AI-based capabilities of Schedule Optimization, field service employees experience less idle time and fewer wasted trips, helping keep them better engaged and improving morale.

Request a Demo



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