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.