ServicePower

Scheduling Snapshot

ServicePower Scheduling

Real-time AI-powered enterprise-grade schedule optimization

What does it do?

Adapts to change instantly. Provides real-time AI-powered, enterprise-grade schedule optimization that automatically updates field worker schedules throughout the day.

It eliminates manual scheduling and assigns the best field employee for each job based on rating, skill, location, par ts availability and more, ensuring customers receive high-quality service, every time.

The Schedule Optimization Endgame

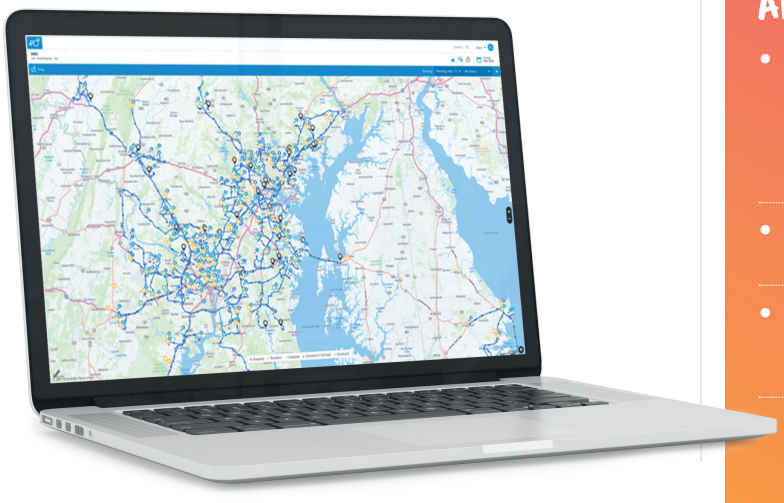
Ensure the best result for the consumer while simultaneously maximizing the field service organization's operational efficiency.

This means ensuring the following for the customer:

- the best available field worker services the job
- the field worker shows up with the right parts
- the field worker selected costs the least and is most profitable
- the field worker is dispatched within the least amount of time possible

Why ServicePower Scheduling?

- Improves first-time fix rates
- More jobs completed daily
- Parts needed for the job
- Less time driving
- Real-time, intraday, continual updates
- Hard and soft contraints
- Best field resource for the job
- Meets customer expectations for service
- Robust, insightful analytics
- Reduces fuel costs
- Reduces carbon emissions



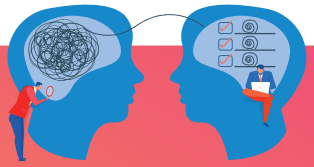
What Else?

- Helps combat labor shortage challenges
- Improves employee satisfaction
- Fast ROI
- Dedicated Customer Success Manager

True Schedule Optimization

True schedule optimization considers hundreds of factors as it calculates and recommends the day's schedule, and **continually adjusts as needed.** These include a combination of "hard" and "soft" factors that influence the assignments.

Other Scheduling Solutions	ServicePower Scheduling
Schedule set once and no further changes allowed	Continual adjusting and optimizing
System doesn't know of or adapt to business priorities	The business decides: is it more important to get any field worker to a job on the same day, or is it more important to assign the resource with experience on that specific unit and model? Or is satisfying a particular customer most important? The business can decide and prioritize between hundreds of variables.



AI-powered schedule optimization

- Continually analyzes and adjusts schedules with an understanding of organization's unique, competing priorities of operational efficiency, customer demands, business objectives and resource availability, instantly adapting to the perpetual changes that occur in the field.
- Processes massive amounts of competing data to make millions of decisions on how to best build a schedule.
- Learns every day, throughout the day, to understand the data to become more efficient and better optimized over time.
- Self-builds a matrix of travel times to become more accurate and more efficient each time it's used.

A day in the life of a dispatch.

Meet Barb, Bob, and Harry, field workers ready to take on a busy day of work.

Day Without ServicePower Scheduling

Job is created and workers assigned.

Dispatcher creates manual schedules

Schedules are created for all field workers (if possible, based on skills, location, availability).

Dispatcher prioritizes jobs using knowledge, hunches, and guesses.

The dispatcher undergoes the time-consuming process of communicating the schedule to field workers and lets customers know of expected arrival times.

Bob reports that a job will take twice as long as expected.

Dispatcher creates manual schedules

Dispatcher must redo the schedule, postponing the field worker's later jobs until the next day. Depending on the number of field resources and customers, this could involve the evaluation of hundreds of scenarios, literally impossible for a human to do effectively.

An accident causes a traffic jam on the highway.

Dispatcher must redo the schedule

Dispatcher must authorize overtime and reschedule jobs until the next day. Depending on the number of field resources and customers, this could involve the evaluation of hundreds of scenarios, literally impossible for a human to do effectively.

Call desk receives numerous complaints about changes and delays.

Barb finishes her assignment early.

Barb goes home early

Barb goes home early because she has no other assignments.

business is in disarray, inefficient and losing money

Day With ServicePower Scheduling

Job is created and workers assigned.

The system creates an optimized schedule

Schedule is based on hundreds of criteria.

AI algorithms automatically and instantaneously factor urgency/importance of jobs based on facts and criteria definitions.

The **system communicates the schedule** to field workers and customers, **updating** them as needed.

Bob reports that a job will take twice as long as expected.

The system automatically and instantaneously shifts the schedule

It assigns Henry to pick up Bob's second service call. The system evaluates hundreds or thousands of possible scenarios based on unique hard and soft constraints of the business.

An accident causes a traffic jam on the highway.

The system evaluates the impact of the delays and amends the technician schedules

It finds the best solution to the traffic problems. The system evaluates hundreds or thousands of possible scenarios based on unique hard and soft constraints of the business.

Field resources and customers are automatically notified of changes, drastically reducing or eliminating inbound calls.

Barb finishes her assignment early.

The system automatically and instantaneously routes Barb

She helps pick up jobs delayed and informs customers of the changes.

business is efficient and profitable