

Mobile Workforce Management and utility providers



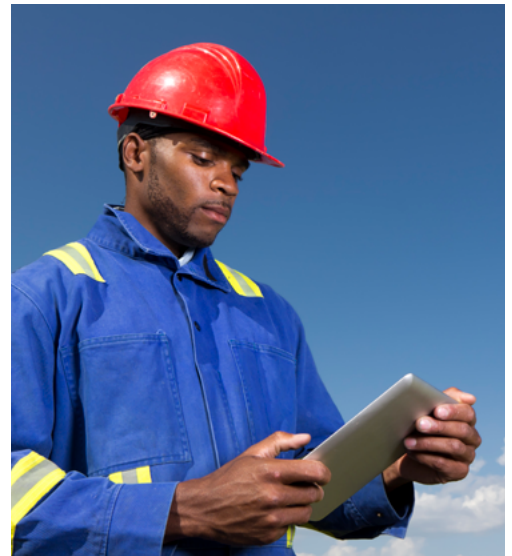
Improve worker safety, ensure greater asset uptime and reduce operational costs

As a utility provider you must balance the demands of asset installations, inspections, and maintenance with the management of a mobile workforce for timely delivery of customer service requests. This means maximizing asset lifetimes, ensuring safety and regulatory compliance, and reducing operating costs.

Relying on manual workflows and paperwork generated from the field is time-consuming, error-prone and causes delays. Often, data-entry work will occur after the fact. Limited insights and a lack of real-time data make the scheduling of crews and equipment difficult and inefficient.

IFS Mobile Workforce Management (MWM) unifies your operation from the back office to dispatch centers and workers in the field. Automated, digital workflows increase efficiency, whilst planning workforce capacity and schedules in advance increases productivity. Analyzing and responding to situations in real-time improves responses to urgent requests.

IFS has a proven record in enabling utility organizations to differentiate through service, achieve greater uptime, and improve worker safety.



Benefits



Automate workflows for greater efficiency and productivity for planning, scheduling, optimizing and dispatching work.



Reduce travel time, vehicle fleet mileage, wear-and-tear and emissions while increasing first-time-fix rates through route guidance and by eliminating unnecessary and repeat visits



Connect central and field teams to provide mobile workers the information they need about assets to successfully and efficiently complete tasks.



Improve crew and technician utilization and productivity through improved planning. Combine asset service, repair and maintenance tasks at a single location and with those in close proximity, to further reduce travel time.



Efficiently manage customer service tasks, SLA delivery and asset maintenance, alongside short- and long- cycle project work, while safeguarding field workers.



Leverage fully automated real-time AI planning and scheduling optimization plus route guidance for the optimum response to real-time events and emergencies.

Key capabilities

Work order management

Centrally manage all work orders for short-cycle work and long-cycle projects, including outages, inspections, customer service, construction projects and periodic walk-up meter reads. Drive efficiency with automation. Understand dependencies, maintain control and SLA compliance with the ability to adapt.

Mobile worker application

Whether connected or disconnected, automate workflows for customer service tasks, asset inspections, damage assessments, vegetation management, and leak surveys with the comprehensive field worker app. Locate assets easily with mobile mapping with access to documentation for troubleshooting and updating records. Empower workers to directly raise follow-up requests increasing efficiency and ensuring compliance. Manage parts, complete tasks electronically on-site, and get customer sign-off.

Planning and resources

Ensure crew and shift planning capabilities have the right resources, with the right skill levels for scheduling, including on-call scenarios. Holistically manage and track vehicles, inventory, equipment, workers, crews and contractors. Automate timesheet and other job costing reporting.

Batch or AI powered dynamic scheduling

Choose between periodic, batch-based scheduling and dynamic, continuous schedule optimization. AI-powered optimization learns about your business, from the typical time-to-fix, skills and proficiency, travel times, dependencies and more, ensuring the right crew or technician is always in the right place, at the right time, with the right equipment. Optimize and prioritize the use of in-house resources to significantly reduce contractor usage. At times of high demand, apply the same planning and scheduling optimization to contractors as your own teams to maximize efficiency.

Situational awareness and dispatch

With support for manual dispatching, semi-automated dispatching, or fully automated scheduling with exception management, dispatchers are always in control. Monitor and track field activity on the detailed map, with worker and vehicle views. Ensures safety and SLA compliance with emergency order visualization and alerts for areas and workers.

Customer communication and engagement

Keep customers updated on their appointments to avoid costly, aborted visits when the customer is absent. Deliver timely appointment booking confirmations and reminders, and gather feedback post-visit, to inform operational improvement initiatives and further improve customer satisfaction.

Enterprise-ready integrations

Ensure that IFS Mobile Workforce Management can be deployed as part of your existing infrastructure thanks to integration with third-party authentication providers, a robust set of REST APIs, and a flexible integration-ready platform. Extensive integration capabilities include SAP solutions, Customer Information Systems, Enterprise Asset Management systems, Outage Management Systems, and Geographic Information systems.