

HRTECH Outlook

WORKFORCE MANAGEMENT

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Top 10 Workforce Management Solution Providers 2015

Resources are the backbone of any organization, be it big or small. But more than the resources themselves, it is the effective optimization of this indispensable asset, that poses a challenge to the management. There were times when Workforce Management—a dedicated wing of HR, confronted this ordeal through manual means that resulted in a pile of clumsy paperwork. Like any other sector, technology providers have not failed to impart their wide gamut of offerings to the field of Human Resources.

The advent of revolutionary solutions to address schedule management, time management and resource management is making the HR's work, less challenging, with respect to Workforce Management. With many federal regulatory mandates governing the employee's welfare, these technology providers deliver hassle-free processes. Solution providers portray the groundbreaking potential of technology,

to make tedious tasks like talent management, time & attendance and workforce forecasting and scheduling easier. In an organization with hundreds of employees, where even a horde of HR professionals cannot guarantee 100 percent error-free scheduling schemes, procedures for skill matching and optimal utilization of skill sets, have become more convenient with technology. These solution providers stipulate the benefit of improved customer satisfaction and even employee fulfillment for that matter.

In an effort to help CIO's find the right technology solution provider, a team of CEOs, CIOs, VCs, analysts, along with the HR Tech Outlook's editorial board has assessed a score of HR-WFM technology solution providers and picked out a list of prime choices.

We present to you HR Tech Outlook's 10 Most Promising Workforce Management Technology Solution Providers 2015.



Company:

ServicePower Technologies, Plc

Description:

A cloud-based field service management company which provides optimization tools for effective WFM to help improve costs and customer satisfaction

Key Person:

Marne Martin,
CEO

Website:

www.servicepower.com

ServicePower

Optimizing WFM through Intelligent Scheduling


All corporations, big or small, need an efficient Workforce Management (WFM) system in place to ensure a smooth running operation. WFM integrates the various business processes, which the organization can then use to optimize the productivity of its people resources, on the individual, departmental, and entity-wide level. With the influx of new technologies around data management and analytics, along with ongoing legislative changes, it is important for an organization to be able to manage and optimize its field based resources to address the changing customer expectations and meet its corporate objectives. Rising to the challenge, ServicePower provides field service organizations with innovative and effective mobile WFM software solutions to help lower costs, while providing quality customer services.

ServicePower's intelligent WFM software allows companies to improve their customer experience by increasing first-time fix rates, and reducing inventory inaccuracies and mean time on job. "Through continual optimization and automated scheduling, companies are able to improve their cost per output ratio," says Marne Martin, CEO, ServicePower. Leveraging the latest digital technologies, like real time optimization, operational and business analytics, the Internet-of-Things, and remote augmented reality, ServicePower's mobile WFM software gives them the competitive edge which companies vie for. Speaking about the company, Marne adds, "ServicePower offers integrated schedule optimization, enterprise mobility, third party contractor dispatch, and warranty claims management, while performing full circle operational analytics."

Boasting a large inventory of WFM functionality, ServicePower's solutions allow companies, as well as their third party contractors, to run a productive operations, which improve the customer experience. "ServiceMobility, which is our hybrid cross-platform mobile application, is designed to support end-to-end field mobilization, and includes features like time cards, work order management, tasks, asset diagrams, inventory, signature capture, customer surveys, GPS, and navigation," remarks Marne. Also offering third party WFM software, ServiceOperations is a cloud-enabled solution that provides manufacturers and third party

administrators the ability to intelligently manage, and dynamically dispatch and process claim payments for third party contractors.

A company's client success stories are perhaps the best selling points for their solutions, and observing ServicePower's work with BrandsMart USA further exemplifies this. BrandsMart USA, one of the largest volume-per-store appliance retailers in the U.S., implemented their automated scheduling and routing optimization tool, ServiceScheduling. The solution enabled BrandsMart to streamline service and installation, placing field technicians right where the consumers needed them most, while increasing the number of jobs executed per day, and decreasing the miles driven per day. "We've been able to schedule and close more jobs per day, save on fuel costs, and track where company vehicles and inventory are at any given time. ServicePower enabled BrandsMart to truly transform our field service operations," says Cosmo Adamo, VP, Service, BrandsMart USA.

Improving on their product functionality with the latest innovations in WFM technology, ServicePower developed NEXUS FS™ and Optimization on Demand™. "While NEXUS FS™, our cloud hosted field service management software, integrated with ServiceMobility and ServiceOperations, offers a seamless customer experience through a single-vendor solution," Marne says, "Optimization on Demand™ allows smaller enterprises which do not require a full, end-to-end WFM software deployment, the ability to benefit from true route optimization, offered as a service." Working in a charged atmosphere and continually striving to improve upon their solutions, adding Quantum Annealing, the newest route optimization algorithm in decades, to Service Scheduling for instance, ServicePower has well and truly established itself as a key player in the WFM arena. 



Marne Martin