

Workforce Management ROI is Attainable with ServiceScheduling

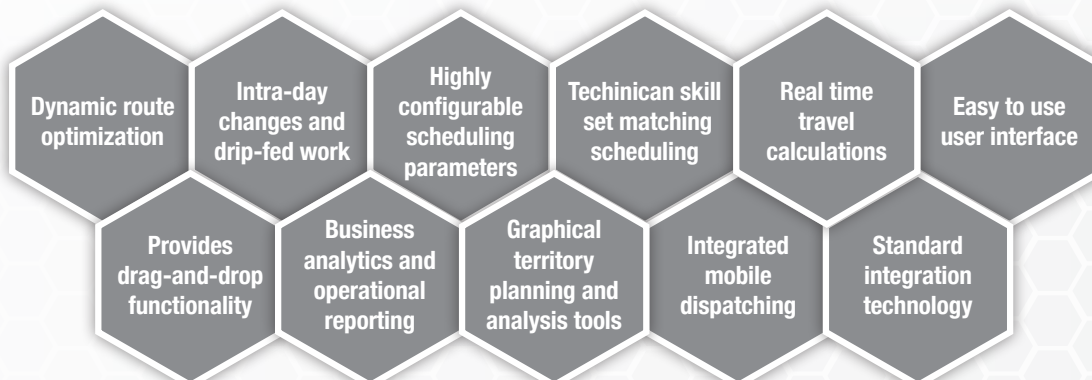
ServiceScheduling, the leading, optimization technology delivers optimized appointments, schedules complex jobs efficiently whilst factoring in parts, maintenance schedules, SLAs, geographic proximity, technician skills and travel.

Hundreds of millions of jobs scheduled have proven the benefits and power of its cutting edge optimization, its ability to support evolving business requirements and the latest technologies.

ServiceScheduling optimizes your field schedule in real time. Every new job is scheduled to the best qualified field resource, whilst minimizing travel to/from existing jobs, accounting for priority, parts availability, crew requirements and job complexity. ServiceScheduling continuously re-adjusts the schedule, to reduce overall schedule costs and improve the customer experience.

OUR VISIONARY TECHNOLOGY increases first-time fix rates and completed jobs per day through powerful optimization logic, increasing overall productivity and customer satisfaction, where other manual, simple rules based engines or solutions, which rely on commercial mapping simply cannot provide the same benefits.

Integrated Mobile Dispatch and Business Intelligence enhances visibility, provides forecasting and planning support, fully mobilized process, and supports real time operational changes, to ensure the customer experience is exceptional.





ServiceManager

Web-based workforce management

- Central data repository for all field worker profile attributes including skills, local knowledge, shift patterns, planned time off, administrative tasks, vacation, recurring tasks, contact info, etc.



ServiceOptimizer

Optimized appointment booking and real-time dynamic scheduling

- Patented and proprietary optimization process
- In-memory, real-time street level travel
- Core scheduling engine supports schedule policies that meet specific business needs



ServiceGantt

Real-time job interface

- Dispatcher/field manager's view of current and future scheduled jobs
- Drag-and-drop jobs or request the 'best candidates' in exceptional cases where a job must be interactively moved



ServicePlanner

Planning and Forecasting

- Graphical territory planning tool
- Plan and assign territories on a map using layering technology
- Strategically plan capacity of the business



ManagementConsole

Monitor your operations

- Use a modern, hosted Management Console to oversee operations
- Monitor key metrics
- Perform real time adjustments to meet KPIs
- Model changes before committing





ServiceSwat



Human factor modeling

- Testing of alternative data set up in a non-production environment

ABOUT SERVICEPOWER ServicePower Technologies Plc, is the only company that provides a complete global, mobile, field management platform enabling clients to mix labor channels, utilizing employed, contracted resources, and on demand resources while controlling all elements of the field service lifecycle, from planning, to execution to analysis. We offer a range of integrated software products and services that are used by some of the leading manufacturers, third party administration, insurance, and telecommunications companies, worldwide.

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