

# ORACLE DAILY BUSINESS INTELLIGENCE FOR FIELD SERVICE

## KEY FEATURES

- Compare Field Service Technician planned travel and labor times to actual
- Monitor Inventory usage and usable and defective inventory values for each district
- Track Technician Travel and Distance against the scheduled time of every technician
- Monitor Task Activity and Backlog by age
- Analyze Mean-Time-to-Resolve (MTTR) by district, product, customer and severity
- Monitor the First –Time Fix Rate (FTFR)
- Analyze trends and change for Key Performance Indicators
- Drill down to real time view of transactions

Oracle® Daily Business Intelligence (DBI) for Field Service empowers managers to stay on top of the critical service activities of their organization. DBI offers enhanced service visibility by providing enterprise-wide performance information daily. DBI for Field Service enables service professionals to maximize performance and opportunities, identify potential issues earlier, and address them before they escalate into real problems. Oracle DBI is part of the Oracle E-Business Suite, an integrated set of Information-Driven applications engineered to ensure that the data you capture and create with your business applications are transformed into information that drives competitive advantage.

### Understand and Improve Field Service Performance

Throughout the past decade, performance measurement has gained focus in more and more leading corporations. While companies strive to optimize their service operations, there has been little visibility into the effectiveness of these initiatives. Today, businesses have realized substantial gains from improving business processes and implementing transactional systems. However, executives still do not have access to relevant, timely information to effectively run their companies. Field Service professionals need timely, complete and relevant management information in real time to run their service organization. DBI for Field Service (Figure 1) provides relevant, reliable, current information on the field service tasks logged against each district. This information is provided directly from mission-critical business applications, in a self-service fashion, freeing executives from hard-to-use, error-prone custom solutions. DBI allows access to enterprise-wide operational information and provides a complete solution to monitor the effectiveness of service organizations. The end result is a rich set of dashboards and features that provide unparalleled information about the field service operations across districts, products, customers, and severity.

### Track Critical Service Information Daily

DBI for Field Service provides a collection of key performance indicators, trends, and daily aggregated information with actionable details. It provides comprehensive measures for actively monitoring technician utilization, field service inventory, travel time and distance, task activity and backlog, mean time to resolve and first time fix rate.

DBI for Field Service helps managers to:

- Compare Field Service Technician Utilization to planned time for travel and labor
- Track usable and defective inventory values for each district
- Monitor Technician Travel and Distance against the scheduled time of every technician
- Analyze Task Activity and Backlog by age
- Compute Mean-Time-to-Resolve (MTTR) by district, product, customer and severity
- Monitor the First –Time Fix Rate (FTFR)

Today's business environment is highly oriented to customer service. It is challenging to identify and respond to the day-to-day events and changes that impact field service performance. With DBI for Field Service, executives, managers, and field service professionals can realize their goals with information that enables them to:

- Improve service effectiveness
- Improve customer satisfaction

### **Improve Service Effectiveness**

**Monitor Technician Utilization:** Managers and supervisors can monitor utilization of Field Service resources on productive tasks by viewing technician utilization performance indicators to identify and understand the composition of productive and unproductive time. Managers can identify and compare the time spent by technicians at the customer site by analyzing the increase or decrease in labor utilization. An increase in Travel time could indicate that the scheduling can be optimized by providing better driving directions by street level routing or by exploring the possibility of further dividing the geographical districts.

**Analyze Travel Time Variance:** Travel Time variance analysis enables the Field Service Manager to identify variations in Travel Time over Scheduled Time. Ideally, such variations should be kept to a minimum. If a Field Service Manager finds excessive variances, he can correct standards used for scheduling. This would result in proper utilization of resources and avoid customer dissatisfaction due to poor adherence to schedules. The Travel Time Variance report provides information on Scheduled and Actual Travel Time along with a distribution of tasks by variance. Managers can explore reasons for variances by drilling to additional reports, which provide detailed information on each task, travel time and distance and their variance.

**Prioritize by Age of Task Backlog:** Task Backlog and Aging reports (Figure 1) provide information on the number of tasks in backlog and their distribution by age. The field service manager can analyze the tasks by district, product, customer, or task type and prioritize the tasks based on age to avoid customer dissatisfaction.

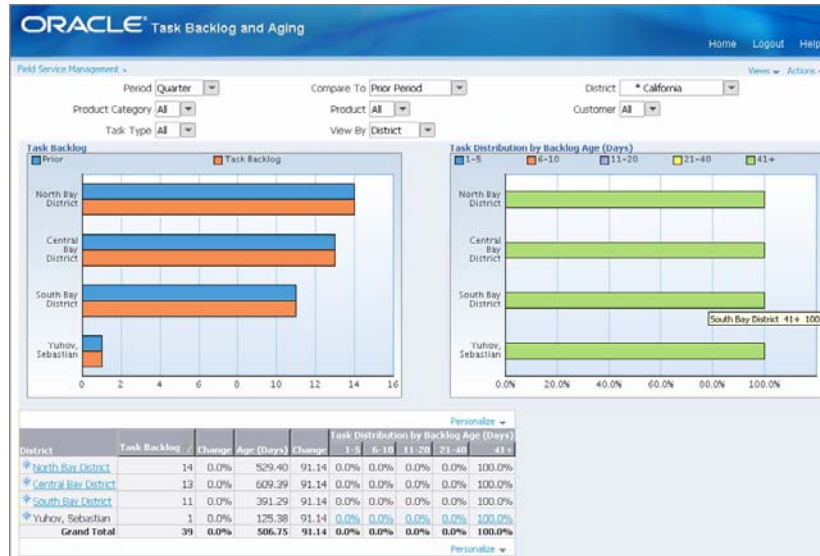


Figure 1: Task Backlog and Aging report

**Improve Customer Satisfaction**

**Analyze Mean Time to Resolve:** MTTR measures the average time elapsed from the incident time to the resolution of service request. The trend helps the operational managers to improve customer satisfaction, and revisit the Service Level Agreement (SLA) for future activity. Field Service Managers can analyze MTTR trend by district, product, customer, or severity (Figure 2).

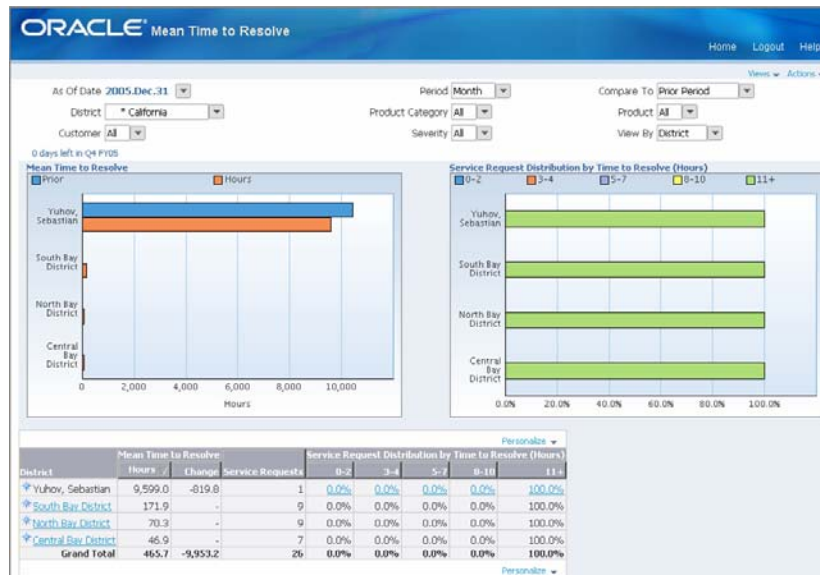


Figure 2: Mean Time to Resolve report

**Improve on First Time Fix Rate:** FTFR identifies the proportion of service requests that are resolved during the first visit of the technician. This measure indicates the quality of service provided, adequacy of skill of engineer, and effectiveness of dispatching coordination. The coordination of various activities directly impacts customer satisfaction. Field Service Managers can analyze FTFR

by district, customer, product and severity and identify reasons for inability to fix the issue during the first visit.

### **Make Better Decisions with Access to Global Information**

In addition to comparisons over a period of time, DBI for Field Service also allows executives to compare measures for each district by severity, task type, task status, product and customer. DBI for Field Service leverages security based on districts and collects data across districts, products and customers.

Information from the entire enterprise is available in one place instead of having to consolidate data from several regions or multiple locations. Field Service executives can view the reports for one or all reporting districts, filter information for a specific task type, or see age for a given severity.

The availability of multiple dimensions gives the user the flexibility to slice and dice information as needed. In addition to the multi-dimensional analysis, parameters allow the field service manager to view measures for selected district, product, customer, etc. for focused analysis.

### **Drill to Real-Time Details**

DBI provides an out-of-the-box solution and allows the field service manager to drill from high-level aggregated data all the way into the service application delivering a real-time view of the data. For example, one could drill from the Task Backlog report, to the Task Backlog and Aging Detail report, to the Service Request Summary in service application.

### **Simple Set-up**

DBI for Field Service is closely integrated with Oracle Applications and utilizes existing set-ups and terms from Oracle Applications. The result is a streamlined reporting application that is easy to set-up and implement, and can be used almost immediately to provide an enterprise's daily measurements.

### **Configurable and Extensible for your Industry**

Decision makers need information that is timely and relevant. With DBI, KPI's and reports can be renamed, hidden, or rearranged on the appropriate DBI Dashboard, tailoring DBI for the needs of your specific industry. DBI is also extensible, allowing the creation new KPIs and reports, based on both Oracle and non-Oracle data sources. New content added to DBI Dashboards will persist through version upgrades, for maximum ROI and reusability.

**KEY BENEFITS****IMPROVE CUSTOMER SATISFACTION**

- Analyze Mean Time to Resolve
- Plan and schedule field service tasks by prioritizing based on backlog age
- Monitor First Time Fix rate

**ANALYZE TRENDS TO INCREASE SERVICE EFFECTIVENESS**

- Analyze trends over period to date of Day, Week, Month, Quarter, Year or rolling time periods of 7, 30, 90 and 365 days

**RELATED PRODUCTS:**

Part of Oracle's Corporate Performance Management solutions, which includes:

- Activity-Based Management
- Business Intelligence Solution
- Daily Business Intelligence
- Demand Planning
- Enterprise Planning & Budgeting
- Financial Consolidation Hub
- Profitability Manager

**RELATED SERVICES**

The following services are available from Oracle Support Services:

- Update Subscription Services
- Product Support Services
- OnlineDBA
- OnlineDBA for Application

**Oracle E-Business Suite—The Complete Solution**

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all important aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

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