

ORACLE REAL-TIME RESOURCE SCHEDULER

KEY CAPABILITIES

- Real-time memory-resident application
- Advanced cost based optimization approach
- Supports “what if” scenario planning
- Platform-independent: Linux, Windows, HP/UX, Sun Solaris
- User-configurable Graphical User Interface

Oracle Real-Time Resource Scheduler - a core component of all Oracle Service Optimization solutions - creates cost optimized plans and schedules for mobile resources, allowing companies around the world to dramatically improve their operating efficiencies, service delivery capabilities and profits.

Control Mobile Resources and Costs in Real-time

One of the most complex challenges business organizations face every day is planning and scheduling service-delivery operations, a task made even more difficult by constantly changing customer requirements. Because mobile resources – technicians and equipment – are the most expensive elements of the service equation, using them efficiently is critical to reducing overall costs and improving profitability.

Many companies have already invested heavily in their call centers, the front end of the service delivery process, but maximizing ROI means they must improve the efficiency of their field-based resources as well. Oracle Real-Time Resource Scheduler provides the tools companies need to generate cost optimized plans and schedules and

- Automate key aspects of the service delivery process
- Optimize the use of expensive field resources
- Execute on the promise to improve customer service

Oracle Real-Time Scheduler delivers a Broad Range of Functionality...

- Real-time resource planning and scheduling
- Strategic “what if” scenario modeling
- Assignments made according to specific job types and resource capabilities
- Cost based optimization that accurately reflects all key cost elements
- Automatic re-scheduling based on planned changes
- Detailed street-level mapping and routing
- Multiple time windows per event
- Configurable variable matching for skills, zones and other business rules
- Support for variable shift configurations

... and an Equally Broad Range of Benefits

- Increased productivity of field staff
- Reduced travel time, lower mileage expenses, less overtime and fewer Service Level Agreement (SLA) penalties
- Increased revenues – through improved productivity, the ability to deliver service to more customers, faster execution of service calls and earlier billing
- Reduced field management and dispatch management staffing levels
- Enhanced visibility into service operations
- Consistent scheduling policies

Easy Integration with Core Business Systems for Maximum ROI

Oracle Real-Time Resource Scheduler is a core module that is required for all Oracle Service Optimization solutions. Oracle Real-Time Resource Scheduler is designed for easy integration with existing ERP, CRM and telematics systems. As a result, companies can protect their existing investments and maximize ROI.

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