

INFORMATION MOBILIZES

Mobilize, Dispatch, and Monitor in Real Time

Oracle Utilities Mobile Workforce Management

Efficiently managing your field workforce is a complex balancing act. Emergency repairs, customer requests for same-day service, and other unanticipated events disrupt routine service calls and scheduled maintenance. Customer service representatives, dispatchers, and technicians must be in sync with one another at all times. And everyone needs access to timely information about the status of jobs to keep customers satisfied.

Oracle Utilities Mobile Workforce Management is an integrated, end-to-end solution that improves communications between operations and field personnel, optimizing the entire service chain. Embedded real-time scheduling lets you reschedule field crews in real time. Real-time communication mobilizes the right technicians for the job and gets them on site quickly. The result? Fewer missed appointments, a reduction in service backlogs, less overtime, an increase in employee productivity, and more satisfied customers.

Automating the Field Service Chain of Command

Workforce Management

Oracle Utilities Mobile Workforce Management supports the full work-order lifecycle.

- Appointment booking
- Resource assignment
- Vehicle tracking
- Work order delivery
- Order status and completion
- Management reporting

Electric, gas, water, and other service companies must constantly strive to streamline field operations. Not only must they contain escalating operating expenses, but in the face of deregulation and increased competition, they must meet—or exceed—progressively exacting customer demands for prompt and efficient service.

By automating scheduling, dispatch, and vehicle location tasks, Oracle Utilities Mobile Workforce Management does just that. It replaces inefficient manual processes with a transparent integrated system that slashes operational costs while increasing customer satisfaction.

Reduce Travel Time

With Oracle Utilities Mobile Workforce Management, you get a comprehensive, real-time view of all pending tasks and available resources. Rules-based scheduling matches local service needs with field technicians who possess the appropriate skills. It also takes into account any routing requirements—such as corporate “limit travel” directives—when setting up appointments.

Oracle Utilities Mobile Workforce Management calculates routes that most efficiently group service calls for technicians working in a particular geographic area. This reduces overall workforce travel time and minimizes costs as well as vehicle wear and tear.

Manage Emergencies Efficiently

Oracle Utilities Mobile Workforce Management’s true embedded real-time scheduling helps utilities accommodate unexpected events—almost instantly. Field crew schedules can be changed as many times during the day as needed.

When a service emergency occurs, Oracle Utilities Mobile Workforce Management automatically evaluates the existing schedules of mobile workers and then routes crews based on their proximity to the emergency site. Simultaneously, customer service teams are given real-time views into the technicians’ revised work timetables so they can present rescheduling options to customers.

Improve Service Call Scheduling

Because Oracle Utilities Mobile Workforce Management provides embedded real-time scheduling and up-to-the-minute information about existing service schedules, your call center staffs know immediately what resources are available and precisely where they are located in the field. As a result, call center personnel can book appointments with confidence during a customer's first call.

Oracle Utilities Mobile Workforce Management also continually monitors the progress of all current jobs. This allows your call center staff to communicate any delays to customers waiting for service technicians. Emergencies that require rerouting of large numbers of field personnel automatically trigger interactive voice response messages that alert your customers that their appointments need to be rescheduled.

Enhance Planning and Forecasting

Oracle Utilities Mobile Workforce Management's forecasting and planning capabilities provide operations managers with sophisticated load- and staff-planning options. By identifying problems and flagging potential staff shortages, Oracle Utilities Mobile Workforce Management helps managers create strategies that avoid excessive overtime expenses and work postponements.

"We've greatly improved our ability to schedule and track work. We have performance management reporting capabilities that simply didn't exist prior to the implementation of [Oracle Utilities Mobile Workforce Management]."

Mike Cochran
Director, Major Projects
PacifiCorp

Drive Business Efficiencies

Replace Paper-Based Systems and Reduce Costs

Oracle Utilities Mobile Workforce Management replaces labor-intensive, paper-based systems with an automated process that significantly improves employee productivity. Such streamlining has enabled the typical Oracle Utilities Mobile Workforce Management customer to reduce operating costs by as much as 20 to 30 percent annually.

Oracle Utilities Mobile Workforce Management delivers three different categories of functionality that streamline the field workforce management process: dispatching, scheduling, and automatic vehicle location. In addition, the business analytics in Oracle Utilities Mobile Workforce Management provide decision support tools to managers.

Enable Real-Time Communication

Oracle Utilities Mobile Workforce Management's computer-aided dispatch functionality supports real-time wireless communication between dispatchers and field technicians. This allows dispatchers to

- Assign and dispatch service tasks
- Receive status report updates
- Monitor tasks simultaneously
- Provide direct access to supporting information in corporate databases
- React to service changes and emergencies immediately
- Provide customers with faster-than-expected service by booking appointments for them in slots vacated by others

Facilitate Appointment Scheduling

By monitoring the use of resources in real time, Oracle Utilities Mobile Workforce Management lets call center workers and dispatchers match resources to service tasks more accurately. In addition, Oracle Utilities Mobile Workforce Management allows operations personnel to

- Work with an integrated Gantt Chart that gives supervisors a visual representation of the day's schedule and promptly reflects the real time scheduler's changes
- Create flexible appointment windows and realistic schedules
- Allocate work to appropriately skilled technicians
- Balance workloads using workforce-to-work order ratios
- Maximize workforce routing efficiency at the street level
- Manage same-day service requests, emergencies, and reschedules
- Analyze appointment commitments against performance
- Use work-demand forecasting to simplify resource capacity planning

When customers call to inquire about an appointment, Oracle Utilities Mobile Workforce Management helps pinpoint crew locations so call center personnel can provide an updated arrival time or reschedule the appointment. Additionally, a Map Time Editor changes anticipated travel time based on the time of day, and automatically adjusts schedules when crews must drive in rush hour traffic or along routes where construction projects cause delays.

Improve Visibility into Field Workforce Location

Oracle Utilities Mobile Workforce Management's GPS-based automatic vehicle location feature gives dispatchers and call center personnel the ability to monitor crew locations in real time. This allows them to

- Drill down to detailed vehicle and order information
- Improve route management and service response times
- Use emergency alarm capabilities to enhance crew safety
- Monitor schedule changes and route deviations, emergency alarms, and sensors
- Promote resource and tool sharing with nearby work crews

Enhance Mobile Workforce Productivity

Oracle Utilities Mobile Workforce Management has powerful executive dashboard and performance management reporting capabilities that let managers oversee and continually improve mobile workforce efficiency. Managers can use these analytics tools to

- Support more-effective decision-making through the use of predefined graphical reports
- Measure process efficiencies against appointment commitments and related key performance indicators (KPI)
- Drill down to pinpoint operational weaknesses and opportunities
- Institute, monitor, assess, and enhance field service improvement initiatives

Support Customization

The designer toolkit in Oracle Utilities Mobile Workforce Management allows business users to create and modify screens and database elements for both dispatch and mobile-resource applications. With the toolkit, users can

- Tailor screens with drag-and-drop ease based on business, accounting, or regulatory requirements
- Modify data to meet specific needs or preferences

Enhance Organizational Agility

The real-time, wireless communication capabilities of Oracle Utilities Mobile Workforce Management facilitate effective interactions between your operations personnel and your field workforce. In addition, it helps keep your organization flexible and responsive in the face of ever-changing market, regulatory, and environmental conditions. Among other benefits, Oracle Utilities Mobile Workforce Management helps your firm

- Improve workforce utilization
- Increase productivity
- Enhance customer service
- Expedite emergency response
- Improve employee morale
- Reduce travel costs
- Improve key performance indicator (KPI) reporting

Maximize Customer Satisfaction

By managing your field workforce more efficiently, you can reduce your operational costs, increase employee productivity, and enhance customer service. Oracle Utilities Mobile Workforce Management brings into balance the dynamics of mobilizing, dispatching, and monitoring your field service workforce, ensuring operational and service efficiencies and maximizing customer satisfaction.

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