ALL OF YOUR WORK. OPTIMIZED.

Mobilize, Dispatch, and Collaborate in Real Time During Complex and Routine Work

Oracle Utilities Mobile Workforce Management
Work Done the Right Way.
All the Time.

Improve the speed and efficiency of long cycle work.

Reduce field service costs through effortless collaboration with contract workers.

Seamlessly coordinate dispatch, call centers and mobile resources for more effective customer service.

Drive down risk by ensuring safety practices are adhered to throughout the entire work lifecycle.

Adjust in real time to changing field conditions.

Make sure high priority work is completed the right way the first time.

Oracle Utilities Mobile Workforce Management injects speed, efficiency and visibility into the management of both short duration tasks and complex activities spanning multiple days. By improving collaboration between operations, field crews and contractors in real time, optimization of the entire work lifecycle is finally a reality.
Get Past Traditional Limitations to Field Work

Are your field engineers really helping you improve service? Extend the life of your infrastructure? Realize faster return on capital investments?

And what about controlling costs?

As asset heavy businesses managing rapidly changing customer needs, electric, gas, and water utilities across the globe are increasingly relying on their field workforces to help them meet these challenges. That’s why they’re increasingly turning toward Oracle Utilities Mobile Workforce Management.

Oracle Utilities Mobile Workforce Management helps you move beyond the restrictions of the past, where traditional, manual process limits visibility, efficiency and performance. Now you can apply new, strategic thinking to field issues by:

• Balancing short-term tasks with the complexities of long-cycle work.
• Putting third-party crews where they’re needed, when they’re needed, and collaborating with them via powerful contractor management tools.
• Ensuring technician safety via automation—and demonstrating workplace improvements to employees and regulators alike.

Real-time Workforce Management — Real-time Results

In the real world, you need to adjust plans and people as conditions change. And you need to communicate those changes immediately so that you can quickly mobilize the right personnel for the job. That’s why real-time scheduling and managing are so crucial. Fewer missed appointments. Shorter service backlogs. Less overtime. Higher employee productivity. More satisfied customers.

Using the real-time capabilities within Oracle Utilities Mobile Workforce Management, you’ll benefit from across the board improvements to work planning, process and execution, so you can:

• **Reduce Travel Time.** Comprehensive, real-time views of all pending tasks and available resources combine with rules-based scheduling to calculate 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.** Embedded real-time scheduling helps you accommodate unexpected events almost instantly. When a service emergency occurs, automation 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.

---

"With Oracle’s mobile workforce management solution, customer service is improved because everyone – from office staff to field staff – knows the status of work. We also significantly improved productivity for field service management, dispatch staff, and field service technicians."

Dana Drysdale
Vice President of Information Systems
San Jose Water Company

Supporting the full work-order lifecycle:

• Appointment booking
• Resource assignment
• Vehicle tracking
• Work order delivery
• Order status and completion
• Management reporting
• **Improve service call scheduling.** By integrating your call center staffs into field activity as it happens, they’ll 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, communicate any delays to customers waiting for service and trigger interactive voice response messages should emergency situations dictate.

• **Enhance planning and forecasting** by providing operations managers with sophisticated load- and staff-planning options. Using these to identify problems and flag potential staff shortages, managers can design better strategies that avoid excessive overtime expenses and work postponements.

• **Increase organizational agility** via wireless communications between your operations personnel and your field workforce. You’ll improve your capacity to adapt to the unforeseen and accelerate responsiveness in the face of ever-changing market, regulatory, and environmental conditions.

---

**Oracle Utilities Mobile Workforce Management - Optimizing the Process Lifecycle**

**Key Capabilities**
- Appointment booking integrated with workforce plan
- Accept work from multiple sources
- Individual & global calendars for workforce planning
- Flexible, cost-based scheduling rules
- Real-time operation
- Automatic or manual assignments
- Map-based routing
- Real-time dashboard with key performance indicators & alerts
- Instant, two-way communication
- Work reassignment
- Variety of mobile devices / wireless networks
- Integrated GPS & GIS
- Real-time status & completion updates
- Pre-packaged schema, extract, transform load (ETL) for workforce business analytics
- More than 65 reports

**Key Benefits**
- More accurate appointment booking
- Common practices for work generation
- Improve service level agreement (SLA) performance
- Single point of planning
- Identify resource gaps
- Tailor globally or for a business unit
- Predictable, repeatable performance
- Optimize all available resources
- Reduce travel-time; increase wrench-time
- Ensure cost effective operations
- Improve response times
- Better team collaboration
- Focus on most important activities
- Streamline back office operations
- Eliminate paper
- Empower field workers with information
- Lower total cost of ownership
- Fast deployment of business analytics
- Identify operational anomalies
- Improve customer service

---

*Fig.1 Employ comprehensive and powerful capabilities across the workforce lifecycle*
At the Forefront of Today’s Workforce Challenges

Move Optimization Beyond Short Cycle Work

Tools to support field service personnel performing short duration are key part to achieving operational efficiency and customer satisfaction, and Oracle’s solution excels in helping you more effectively manage this type of work. However, what do you do when you need to split work among days and teams and still manage and meet all of your key performance metrics, such as proper setup and tear down?

Typically, you pick up pen and paper and start the arduous process of trying to schedule a very large and complex set of tasks across days, teams, and deadlines. With that approach, it’s not a matter of “if” things go wrong for you, just “when.”

By enabling you to manage long cycle work, Oracle Utilities Mobile Workforce Management helps you easily handle multi-day and shift activities, task dependencies and other complexities. You can discard ineffective, error-ridden spreadsheets, white-boards and manual process.

Instead, via automation and configurable business rules that handle all the people, process, tasks, and timelines of long cycle projects, the solution enables you to effortlessly accept and schedule complex work orders. The result is the removal of uncertainty and disruption and, instead, the injection of streamlined process, accurate project execution and improved performance across the work lifecycle.

Make Contract Management Easy

Increasingly, utilities are depending upon external contractors to perform work traditionally completed by internal crews. Consisting primarily of daily service activities, short cycle tasks comprise a significant percentage of the utility’s operating budget and workload. It’s imperative that it’s done both correctly and at the lowest cost. The challenges to doing so are many: lack of visibility into resource availability, no direct lines to communicate, allocate and manage tasks and differing working relationships with contractors.

Oracle Utilities Mobile Workforce Management gets contractors working the way you need them to, helping you execute tasks effectively, accurately, and with an eye at extending your budget. With it, you’ll have the tools you need to easily—and flexibly—incorporate third party contractors with your internal company resources. And contractors engage with you based on their real-time availability, ensuring you avoid unintended over commitment to your customers based on an unforeseen lack of resources.

Recognizing the need for different types of business relationships between a utility and its contractor, Oracle Utilities Mobile Workforce Management also provides you the flexibility to define business rules to treat contractors as internal crews, a segregated work force or a mix of both. And then the solution drives those relationships into the allocation and execution of work. This flexibility gives utilities the ability to establish when and where to assign work to different workers, both internal and contracted, based upon economic cost, region or other business consideration.
Verify That Safety Always Comes First

A safe work place and reduced risk have always been priorities for top performing utility companies. Under today’s regulatory microscope, however, utilities can’t just desire to have a safe working environment – they need to use best practices and prove it. Oracle Utilities Mobile Workforce Management makes sure they can do both.

Drawing upon automation and configurable process, the solution ensures safety best practices are maintained across all work types—long and short—and crews—internal and contracted. Utilities can configure specific safety routines based upon the type of work being performed, all the way down to the individual worker. If desired, each time workers begins a new task, Oracle Utilities Mobile Workforce can require individuals to complete a check-list and or prompt a crew to go through a job sit meeting.

Also, inspections and alerts can be designed based upon the type of vehicle assigned to the field workers. And event-based scenarios can be enforced so that, for example, each time a field worker begins a new shift an alert is triggered for the worker to ensure the completion of safety-based vehicle inspection.

Additionally, GIS-based map notifications enable utilities to account for and alert workers to hazardous conditions, such as ones that may exist within specific portions of the service area. Dispatchers can also be alerted to any vehicles or crews that inadvertently enter these dangerous areas, providing a second layer of safety to field work.

Recognizing the need for different types of business relationship between a utility and its contractor, Oracle Utilities Mobile Workforce Management also provides you the flexibility to define business rules to treat contractors as internal crews, a segregated work force or a mix of both. And then the solution drives those relationships into the execution of work, automatically allocating it to dispatchers based upon these definitions. This flexibility gives utilities the ability to establish when and where to assign work to different workers, both internal and contracted, based upon economic cost, region or other business consideration.

Comply with and document safety best practices:

- Process-based activity rules
- Task capture and affirmation
- Automated checklists
- Exception monitoring
- Procedure and inspection alerts
- GIS-based maps and tracking
Technology for a Modern World

Reduce Deployment Time, Cost and Risk via the Cloud

Oracle’s solution is available through the cloud, significantly speeding your ability to deploy and realize mobile workforce benefits.

Via Oracle Mobile Workforce Cloud Service, businesses can get up and running quickly with the tools and features they need most and transfer technology management activities to the Oracle Cloud. This cloud solution reduces technology costs and risks and empowers businesses to focus more time on their core operations.

With the addition of this implementation, customers can choose an option – in the cloud or on premise – that best suits their business strategy, cost, technology and timeline needs.

World-class Support You Can Count On

Oracle provides the peace of mind that comes with working with a single company offering both industry-leading software applications and world-class information technology (IT) and support. Key integrations between Oracle Utilities Mobile Workforce Management and support tools, such as Configuration Migration Assistant and Application Management Pack for Oracle Utilities, provide your IT staff the ability to better monitor the health of servers and other infrastructure components.

Additionally, the solution is built for today’s ever-changing technology environment, supporting a wide variety of devices. With the addition of HTML5 to Oracle Utilities Mobile Workforce Management, you can do away with obsolete one-size-fits-all approaches to field equipment. You get the flexibility to use a range of laptops, tablets and hand-held devices based on what is best suited for the tasks at hand. And since the solution doesn’t require the download of an application to a mobile device, you can eliminate concerns about out-of-date field software or distribution to temporary employees.

Supports a bring your own device work environment:
- Access via any HTML5 browser
- Mobile device independent
- Windows, Windows Mobile
- Android
- iOS
CONTACT US
For more information about Oracle Utilities Mobile Workforce Management, visit oracle.com/goto/utilities or call +1.800.275.4775 to speak to an Oracle representative.

OUTSIDE NORTH AMERICA
Visit oracle.com/corporate/contact/global.html to find the phone number for your local Oracle office.