ORACLE REAL-TIME SCHEDULER
FOR FIELD SERVICE ORGANIZATIONS

KEY CAPABILITIES

- Real-time memory-resident application
- Advanced cost-based optimization approach
- Schedule in batch or real-time modes
- Supports "what if" scenario planning
- User-configurable Graphical User Interface (GUI)
- Two-way field data communications via handheld and telematics technology
- Automatic technician tracking via Global Positioning System (GPS) technology
- Combine break-fix with planned activities
- Optimized appointments can be created where customer presence is required

Oracle Real-Time Scheduler - creates cost-optimized plans and schedules for service technicians, helping service organizations to dramatically improve their operating efficiencies, service delivery capabilities and profits.

Control Service Technicians and Operational Costs in Real-time

One of the most complex challenges service organizations face is planning and scheduling daily operations, a task made even more difficult by increasingly demanding Service Level Agreements (SLAs) and constantly changing customer requirements. Because field service technicians are an expensive element 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 and the back-end delivery process. Often they have neither the desire nor the resource to adopt a revolutionary approach to improving the quality or cost of delivery service. Oracle Real-Time Scheduler has been designed to accommodate the realities of an operational business by offering organizations the option of deploying Oracle Real-Time Scheduler as part of a full Oracle Field Service solution or in conjunction with other service management products.

Supporting the Full Mix of Service Work

Service organizations execute a wide range of different work. Planned maintenance work is typically visible over a long horizon, but is of a less urgent nature. It may be able to be carried out at any time over a period of weeks or fixed to an agreed time and date to facilitate equipment access. Installation work is often booked weeks in advance while break-fix activities may not be known about until the day they need to be serviced. Furthermore, many field service operations operate to short SLAs, taking and servicing calls in the same day, while a few are still able to give technicians a firm list of calls for the next day.

Oracle Real-Time Scheduler has the flexibility to support all of these different requirements either independently or in any combination.
Planned maintenance work will initially be a low priority and be carried out only if no more urgent calls are demanding attention and if it is cost-effective to do so. However, planned calls will automatically have job priorities raised over a period of time to ensure latest attend dates are met. Co-location is automatically recognized such that if an emergency call is made to a site, it is highly likely that the technician will be asked to undertake any planned maintenance work during the same visit.

For organizations that book activities such as installations many weeks in advance, it is possible to reserve a defined proportion of capacity to allow for emergency calls that will only be taken either in day or the day before. Any unused reserved capacity is automatically released at a pre-defined point.

**Integral Street-Level Routing**

Many scheduling technologies generate routes as a secondary process to call allocation. Oracle Real-Time Scheduler integrates industry-standard mapping data into the scheduling process so that drive time and distance are considered equally alongside skills, SLAs and other scheduling parameters.

This approach ensures an optimal and accurate schedule with achievable ETAs. Furthermore, integral mapping means that any changes to the schedule are instantly reflected on the displayed routes and the software can also be used to display real-time location information for technicians as they execute their work in day.
Real-Time Appointment Booking

Whilst many service operations are driven by contractual SLAs, for most domestic and some business calls it is important to be able to gain access to premises or equipment. In such cases appointments may be agreed with the customer to ensure a qualified technician arrives at a mutually acceptable time.

Real-time appointment booking enables organizations to dynamically check the live schedule each time a customer delivery is to be booked. Once the scheduler is provided with details of the delivery and the delivery location, it will quickly respond with a list of available delivery slots from which the customer can choose. Appointment slots are fully configurable and can range from minutes to half-day and full-day slots. Different slot groups can be offered to different categories of customers, allowing a wide range of customer service propositions to be offered. Furthermore, the scheduler understands the relative efficiency of each available slot enabling the least efficient slots to be hidden or offered at a premium service charge. This approach results in a highly efficient schedule and appointments offered secure in the knowledge that they can be honored.

In-Day Event Management

Service organizations need to have access to timely, accurate information in order to maximize their chances of responding quickly and efficiently to exceptional events that occur during the course of a day.

In-day events such as delays on site, sickness, bad weather and vehicle breakdowns create significant challenges for dispatch staff. Oracle Real-Time Scheduler minimizes the impact of such events.

Oracle Real-Time Scheduler has the ability to integrate, in real-time, with PDAs and
in-cab technologies such as GPS. This ensures that call status updates, estimated fix times and any delays or re-routing are immediately visible and the impact on the schedule known. Oracle Real-Time Scheduler will automatically seek to re-allocate any calls impacted by such events; but, where this is not appropriate, alerts are automatically generated for any calls in jeopardy and dispatchers are given the option of approving overtime, introducing additional resources or manually re-allocating critical calls.

**Accurate Technician Information Facilitates Efficient Service**

Optimizing technician schedules reduces operating costs and improves customer service levels. However, many organizations do not accurately maintain the information necessary to ensure that their technician’s schedules consistently comply with all company calendaring requirements, government regulations and labor union rules, such as, average target weekly work hours, paid leave, rest breaks, night work, shift patterns, etc.

Typically, the information that is available relates only to payroll or human resource operations, therefore, cannot support the scheduling process. Oracle Real-Time Scheduler helps managers maintain all the necessary information by complementing an existing resource management solution or functioning as the primary resource management solution, if none exists.

Oracle Real-Time Scheduler technician management capabilities include:

- Centralized data management for all technicians, equipment and other assets
- Technician-specific information – location, skills, geographical constraints and relative efficiency
- Shift pattern – management of multiple shift templates
- Shift details – working period (day, week, month), number of days per working period, specific working calendar days
- Hours worked – to assist with regulatory compliance and for calculating recommended future shifts and reporting
- Color-coded diary view – future committed shifts, consumption of shift hours per day
- Planned unavailability – management of ‘non-productive’ time in the schedule

Oracle Real-Time Scheduler enables your operations staff to easily maintain all the technician details required to create optimized plans and schedules.

**Oracle Real-Time Scheduler delivers a Broad Range of Functionality…**

- Cost-based optimization that accurately reflects all key business priorities
- Automatic re-scheduling based on planned changes and real-time status updates for jobs and resources
- Process all changes in real time; visible in the system immediately
- Detailed street-level mapping and routing
• Assignments made according to specific job types, priorities and resource capabilities
• Configurable matching for skills, zones and other business rules
• Support for variable shift configurations
• Configure operational parameters (e.g. drive speeds and work efficiencies) by technician, region, zone
• Appointments to customers based on profitability of servicing the call within that time period
• Support multiple appointment slot lengths and overlapping slots in terms of time periods
• Support delivery and collection of parts
• Rapid response times even under full load
• Accurate, comprehensive technician database
• Strategic “what if” scenario modeling

... and an Equally Broad Range of Benefits

• Increased technician productivity
• Reduced travel time and lower mileage resulting in lower servicing costs and prolonged fleet life.
• Improved customer service and retention resulting from fewer missed SLA’s and tailored offerings
• Improved operating margins
• Lower penalty payments resulting from missed SLAs
• Improved in-day visibility with option to provide call ETA information to customers.

Contact Us

For more information about Oracle Real-Time Scheduler for Field Service Organizations, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.