

ORACLE FIELD SERVICE INFORMATION DISCOVERY

MONITOR FIELD SERVICE TASKS,
COMPLY WITH CUSTOMER SLAS AND
MANAGE FIELD TECHNICIANS
EFFECTIVELY

Oracle Field Service Information Discovery is a solution that allows users to proactively monitor field service tasks, effectively manage field workforce utilization, and efficiently control spare parts inventories, to achieve maximum customer satisfaction. Field operations managers and field service technicians can leverage the functionalities offered by tasks and parts dashboards, while field service administrators can leverage the administrator dashboard. With the powerful search, guided navigation and drilldown capabilities of Oracle Field Service Information Discovery, field service organizations can improve compliance with service level agreements by quickly finding opportunities to load balance field jobs and increase daily throughput.

KEY FEATURES

- Identify exceptions, escalations and Tasks in jeopardy by Geography or Customer
- Track Task and Technician Performance Metrics
- Continuously monitor and improve response times, service quality and cost of service
- Review, update and submit debrief faster for creating charges and invoices
- Excellent action oriented search, filtering and focused drill-down with tag cloud and guided navigation
- Fully integrated with Oracle E-Business Suite for accessing transactional user interfaces and taking action in real time

Key Features at a Glance

Field Service operations managers need to know how best to prioritize and monitor workload, where operational deficiencies exist, which task debriefs have not been reviewed and submitted for invoicing, which technicians are performing well or badly and which spare parts are being used heavily or not used at all, and why.

Oracle Field Service Information Discovery provides the following features:

- **Identify exceptions, escalations and Tasks in jeopardy by Geography or Customer.** Oracle Field Service Information Discovery provides field service operations managers with information on tasks with high probability of SLA violation or already in violation contractual obligations, tasks that are escalated and/or unattended to; as well as the tools needed to expedite, resolve and reschedule tasks in real time, if necessary. Managers will have a comprehensive view of field activities across geographies they are responsible for, and if required, can focus on a specific state/city or even to a specific customer.
- **Track Task and Technician Performance Metrics.** Metrics and Key Performance Indicators (KPIs) of task and technician performance like first time fix rate, tasks started and finished on-time, and tasks per technician, etc., provide critical insights into the operational efficiencies, which may also reflect the measure of customer satisfaction. These KPIs will help service organizations to benchmark operational performance across regions, identify opportunities for improvements and make informed timely decisions.
- **Continuously monitor and improve response times, service quality and cost of service.** Business intelligence tools for field service enable a field service organization to monitor operational bottlenecks, rework, repeat site visits, issues with spare parts and poor quality performance. This will allow managers to track down root causes for these operational deficiencies and initiate appropriate remedial measures.
- **Review, update and submit debrief faster for creating charges and invoices.** Field service administrators can proactively work towards achieving their revenue goals by identifying Tasks with incomplete or pending debrief. They can review, update and finalize debriefs so that charges can be submitted and invoices generated in a timely manner.

KEY BENEFITS

- Increase field service operational performance
- Meet or exceed revenue targets
- Reduce violation of SLAs, contractual obligations and penalties
- Enhance Workforce Performance
- Access pertinent Customer, Product, Service Request and Task details in real-time
- Track spare parts usage and quality issues
- Manage Warehouse Inventories and Reduce Spare Part Backorders
- Enhance customer satisfaction

Key Benefits at a Glance

Field Service Operations managers using Oracle Field Service Information Discovery can get the following benefits:

- **Increase field service operational performance.** Understanding the real constraints holding up the service organizations from achieving operational excellence, the true cost, skills, time and parts required for different field service tasks enables a field service operation to make better business decisions. Having the right tools to reduce time, minimize overtime and other costs of service, and increase customer satisfaction enables a business to offer more aggressive and lucrative service level agreements, offer more differentiated service offerings and improve service contract renewal rate and customer retention.
- **Meet or exceed revenue targets.** Ensuring that task debriefs and charges are being tracked, reviewed and submitted for timely invoice generation, field service operations managers can effectively improve cash flows and service profits.
- **Reduce violation of SLAs, contractual obligations and penalties.** Having visibility to all open tasks, accurate status, escalations and SLA based response times and having the tools to communicate, remove bottlenecks, re-schedule and release tasks to the field in a timely manner enables a field service organization to minimize violation of contractual obligations and penalties for missed SLAs.
- **Enhance Workforce Performance.** Providing field service administrators the visibility into task and Technician status in real time and any operational bottlenecks, along with the necessary tools to expedite Task execution and resolve issues in the field empowers the decision makers to streamline operations. Field service operations managers have visibility to repeat same site visit, rework and excessive travel. They can identify the root causes and responsible parties. They can take corrective or preventive actions based on the insights gained. Field service managers can monitor the performance of technicians and third party service providers to reward good performance and address any performance deficiencies.
- **Access pertinent Customer, Product, Service Request and Task details in real-time.** Endeca based search options, range filters, tag cloud and guided navigation provides a superior user experience by quickly and accurately presenting pertinent information segmented by key parameters like geographical areas, cities and states, product categories, customers and their sites, etc.
- **Track spare parts usage and quality issues.** By tracking the spare parts usage in the field, field service warehouse and logistics coordinators can identify trends of excessive usage of any specific spare parts and narrow down issues in a specific region or a warehouse or with specific field technicians. They can also track parts frequently flagged as ‘dead or defective on arrival (DOA)’ and address any quality issues with the suppliers and initiate necessary claims to recover entitled warranties on those spare parts.
- **Manage Warehouse Inventories and Reduce Spare Part Backorders.** Field service warehouse and logistics coordinators can proactively identify and manage backorders for spare parts. By gaining insights into the inventory levels across spares supply chain, they can facilitate parts movement to avoid any excessive stock piling in some locations, and at the same time, minimize any backorders in other locations.
- **Enhance customer satisfaction.** The metrics and graphs of Oracle Field Service Information Discovery provide quick insights into key aspects of field service operational efficiency, like tasks in progress, first time fix rate, tasks started and finished on time, tasks rescheduled several times, etc. These metrics and performance indicators translate in a way into a measure for customer satisfaction.

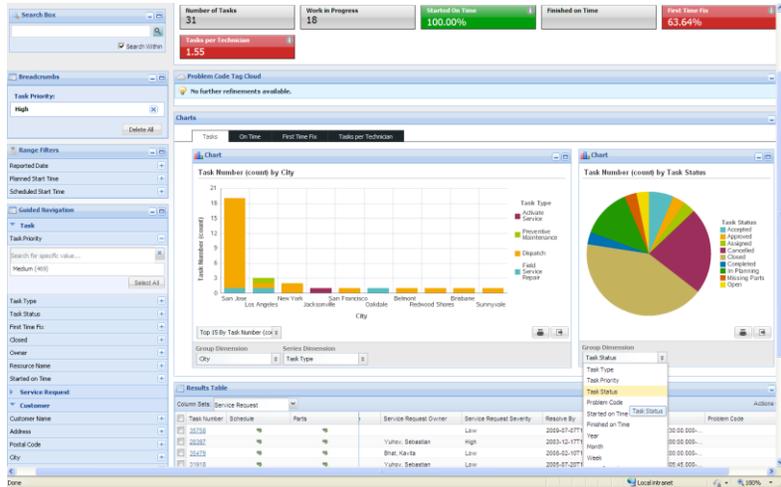


Figure 1: Field Service Tasks and Technicians

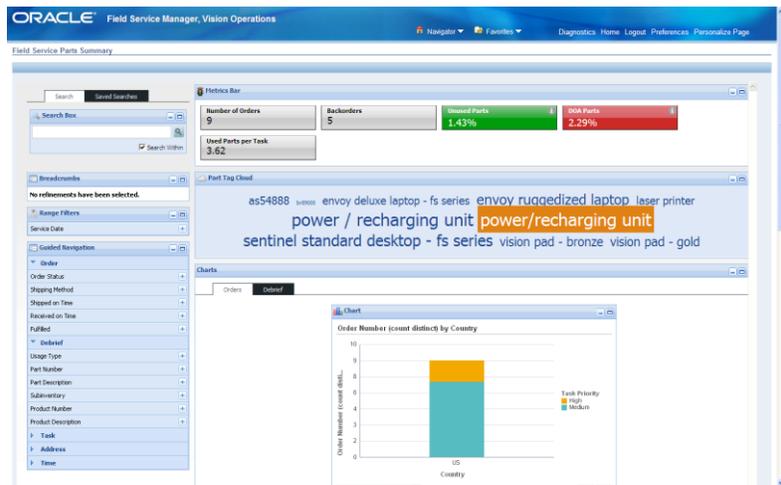


Figure 2: Field Service Parts

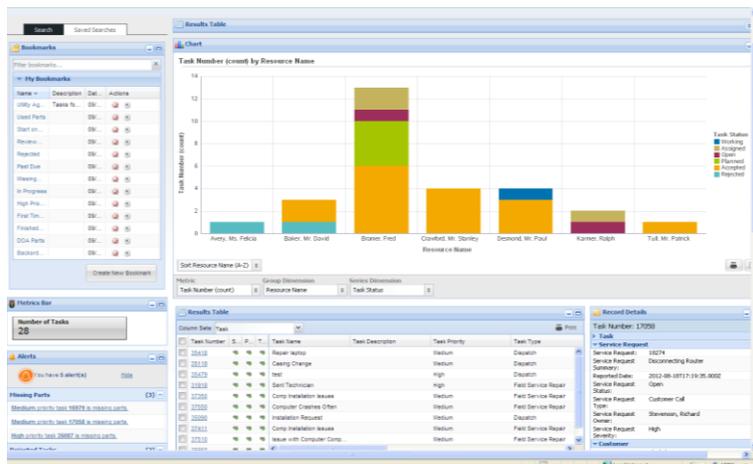


Figure 3: Field Service Administrator

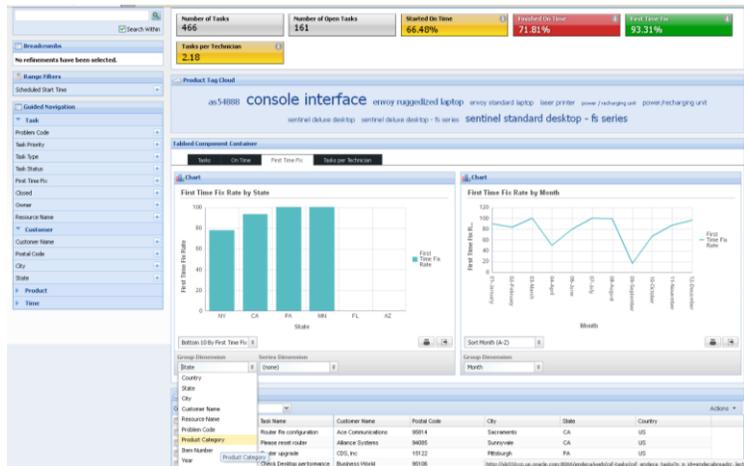


Figure 4: First Time Fix Rates by State, by Month



Figure 4: Product Tag Cloud



Figure 5: Spare Parts Backorders by Country

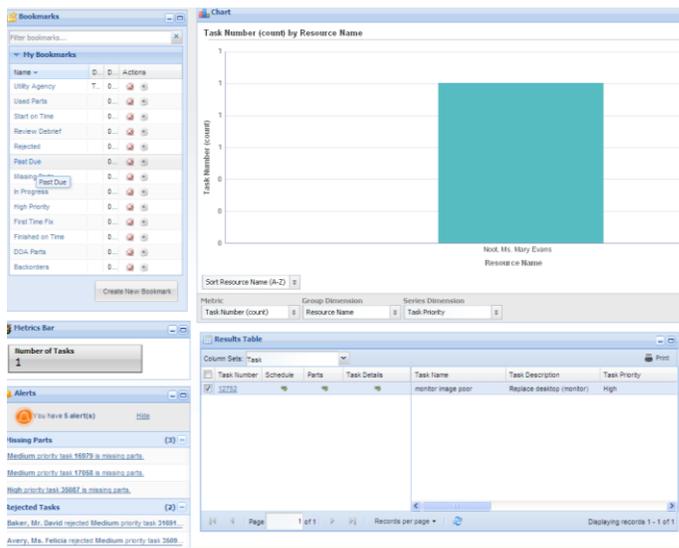


Figure 6: Bookmarked searches and Alerts

Contact Us

For more information about Oracle Field Service Information Discovery visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together