Oracle Real-Time Scheduler for Service Organizations

Oracle Real-Time Scheduler (ORS) provides a fully integrated, real-time, dynamic scheduling solution that encompasses best-of-breed planning, scheduling, dispatch and mobile functionality. By enabling companies to optimize the deployment of their skilled mobile resources and gain enhanced control and visibility of both personnel and assets, ORS helps improve operational performance and customer service.

Meeting Expectations While Controlling Costs

Mandates to increase productivity, while simultaneously reducing costs, appear to be impossible contradictions. Yet companies can no longer assume their customers will wait patiently when requesting service, or remain loyal when expectations are not met.

Today's fast-paced lifestyle requires a new level of customer service. Customers demand upmost quality, immediate and dependable response, speedy resolution and minimum cost.

To compete in this environment, companies must not only provide world-class service, they must operate in a real-time setting. Customer service representatives, dispatchers, and technicians must be in sync with one another at all times. It is critical in today's business environment that employees have access to timely information about the status of jobs to keep customers informed and satisfied.

Concurrently, economic pressures are demanding that companies cut budgets which may include reducing the workforce, being less agile with fulfillment practices and maintaining tighter controls over inventories.

Organizations that cannot manage these conflicting demands will be replaced by competitors who promise better results and a more appealing price.

Supporting All Elements of the Service Process

Oracle Real-Time Scheduler solves the quandary. The solution maximizes efficiencies across the enterprise through effective resource planning, scheduling, routing and dispatching of work, as well as powerful business analytics. ORS is composed of three distinct components.

- Resource Planning and Scheduling (RPS)
- Common Dispatch Interface (CDI)
- Mobile Communication Platform (MCP)

These three elements provide for an agile, streamlined service chain process starting...
with the initiation of work, through the efficient execution of tasks and finally with completion, documentation and reporting. This single, yet powerful flow of information pairs with failsafe processes to handle routine as well as unexpected mobile-related activities.

**Extending Superior Service**

Built on a “management by exception” foundation, Oracle Real-Time Scheduler increases the productivity of both dispatchers and technicians, yielding increased operational efficiencies while providing quality results. Whether working with company employees or third party and outsourced personnel, additional benefits are captured through the incorporation of specialized training and work monitoring elements in the communication process.

Nothing improves customer satisfaction as much as setting achievable commitments for appointment times, and meeting those commitments. Customer and corporate expectations are followed by positive outcomes when appropriately skilled personnel with the right inventories are matched with the tools to complete the job – on time and on budget. Even when challenged with unforeseen emergencies, schedules are automatically adjusted to maintain superior levels of service.

![Figure 1: Cost-Ranked Appointment Slots Offerings](image-url)
Conducting All Types of Service Activities

Service organizations execute a wide range of work types, and the Oracle Real-Time Scheduler provides comprehensive handling of all types within a finely-tuned work process. Planning, scheduling, dispatch and mobile communications functions work together to provide the synergies to expertly support all of these different requirements.

- **Planned maintenance** work is typically visible over a long horizon, but is of a non-urgent nature. It may be carried out at any time over a period of weeks or fixed to an agreed time and date to facilitate equipment and resource access. The priority can be escalated when necessary to assure deadlines are met.

- **Emergency calls** claim the highest priority and are inserted into schedule openings immediately, or may replace lower priority tasks that can be cost-effectively delayed.

- **Installation work** is often booked weeks in advance with appointment times being confirmed with customers within a defined proportion of capacity in order to allow for emergency calls.

- **Break-fix activities** may be inserted into the same-day or near-time schedule based on priorities.

- **Service Level Agreement (SLA)** tasks are scheduled based on contracted SLAs that require that calls must be taken and serviced in specified timeframes.

- **Co-located tasks** are attempted if an emergency call is made to a site, and any planned maintenance work can be accomplished during the same visit.

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

- A single, comprehensive repository for all mobile service related information
- Cost-based optimization that accurately reflects all key business priorities
- Automatic re-scheduling to respond to unplanned events and real-time status updates for jobs and resources
- Changes processed 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
- Operational parameters (e.g. drive speeds and work efficiencies) configured by resource, region, zone
- Customer appointments based on profitability of servicing the call within a given time period
- Multiple appointment slot lengths and overlapping slots in terms of time periods supported
- Support for delivery and collection of parts
- Accurate, comprehensive technician database
- Support for multi-step / complex orders that allows order time and sequence dependencies to be honored in the schedule
… and an Equally Broad Range of Benefits

- Increases worker productivity
- Extends asset life through preventive care and timely maintenance
- Reduces travel time and lowers mileage resulting in lower servicing costs, decreased vehicle emissions and prolonged fleet life
- Improves customer service and retention resulting from fewer missed SLAs and tailored offerings
- Lowers penalty payments resulting from missed SLAs
- Improves operating margins
- Improves in-day visibility with option to provide estimated time of arrival (ETA) information to customers
- Increases jobs completed per day
- Minimizes missed appointments
- Fulfills more customer commitments.
- Decreases operating expenses and overhead
- Improves service response times
- Minimizes overtime hours
- Incorporates training and work monitoring
- Helps identify worker-related performance issues

CONTACT US
For more information about Oracle Utilities Operational Device Management, visit oracle.com/industries/utilities or call +1.800.275.4775 to speak to an Oracle representative.