



GROUP seven

Solution Prototyping

Accelerating Your OFS Implementations



About Us

Group Seven was founded in 2001 and specializes exclusively in field service technologies with a deep focus on utility, cable, telecommunications and related industries. We have unparalleled IP and project accelerators that have been developed from our years of experience in the industry.

Headquartered in Atlanta, GA and Hilton Head Island, SC.



Field Service It's All We Do

- field service strategy
- solution design
- solution configuration
- solution deployments
- systems integration
- managed services
- project management
- change management
- training
- reporting and data management

ATCO

 **Lubbock**
City of
Utilities

COX

US.
FOODS

NEWFOUNDLAND
POWER
A FORTIS COMPANY

 **altice**

 **COGECO**

THE HOME DEPOT

 **United**
SITE SERVICES

 **at&t**

Charter
COMMUNICATIONS

TERMINIX

 **COMCAST**

 **GRUPO VISABEIRA**

 **CardinalHealth**

 **U.S. Cellular**

CABLE ONE IS NOW
/ Sparklight

 **VERENGO SOLAR**
A Different Kind of Power Company

Hotwire
GATEWAY TO DISCOUNTS

Rentokil

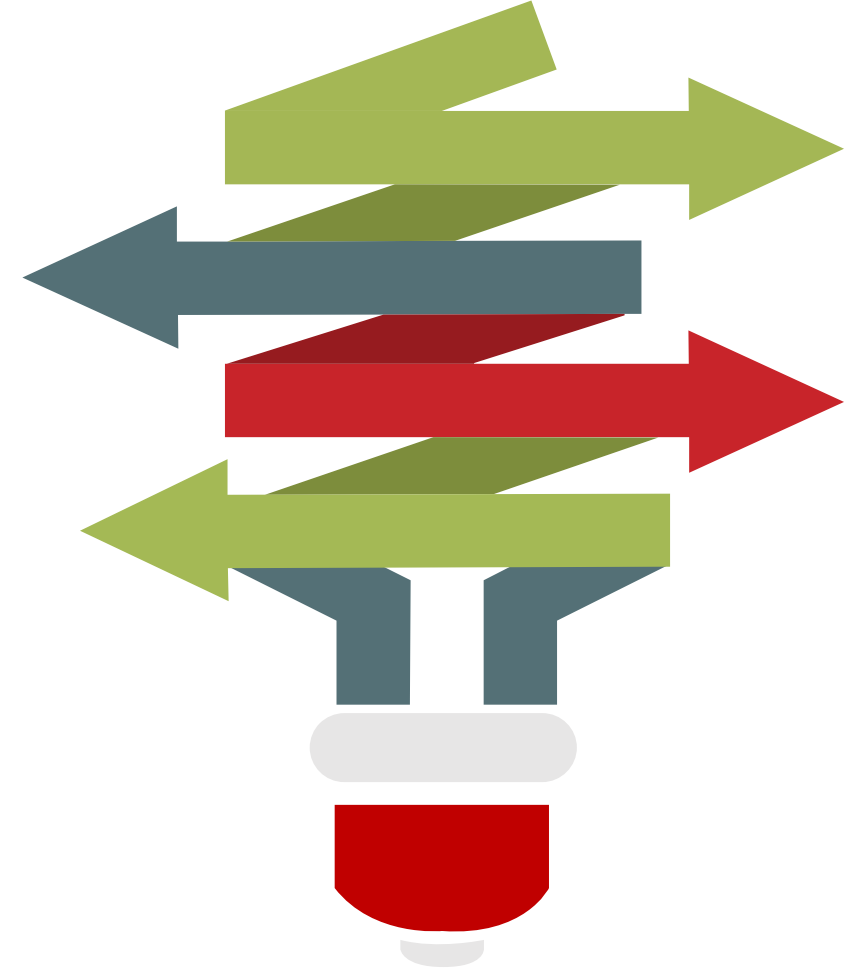
 **vodafone SPAIN**



It's **configured**, *not* coded. That's kind of a big deal!

Core out of the box Oracle Field Service (OFS) capabilities are configured,
not coded for things like:

- ✓ Environment Setup
- ✓ Form Building
- ✓ Route Plans & Optimizations
- ✓ Mobility... and more.



Configured Makes It Faster (and easier too!)



Faster To Set Up And Customize

From the initial set up of the environment through creating custom work activities.

Faster To Set User Expectations

Building screens with relevant information for user to interact with sooner.

Faster To Change, Even Post Launch

Whether during the design or post launch, many choices are not set in stone.





What The Business Analyst
Thought The Requirements
Said



What the Solution Architect
Thought The Requirements
Said



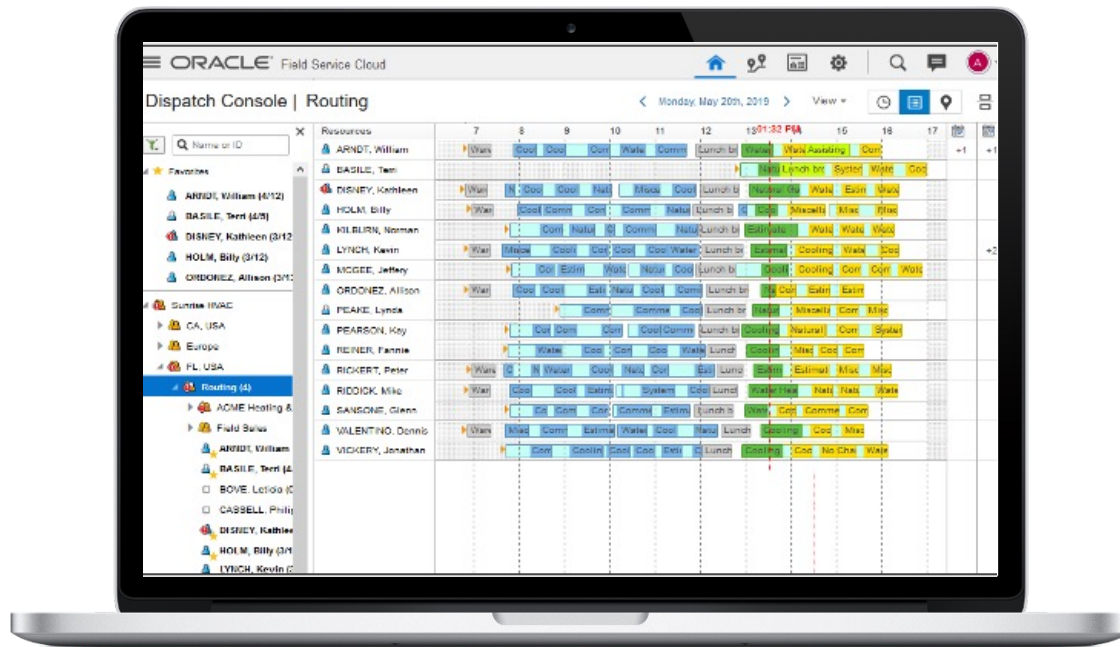
What Was
Implemented

Making It Real **The Old Way**

4 Different Pictures.
There's A Better Way



Making It Real The NEW Way



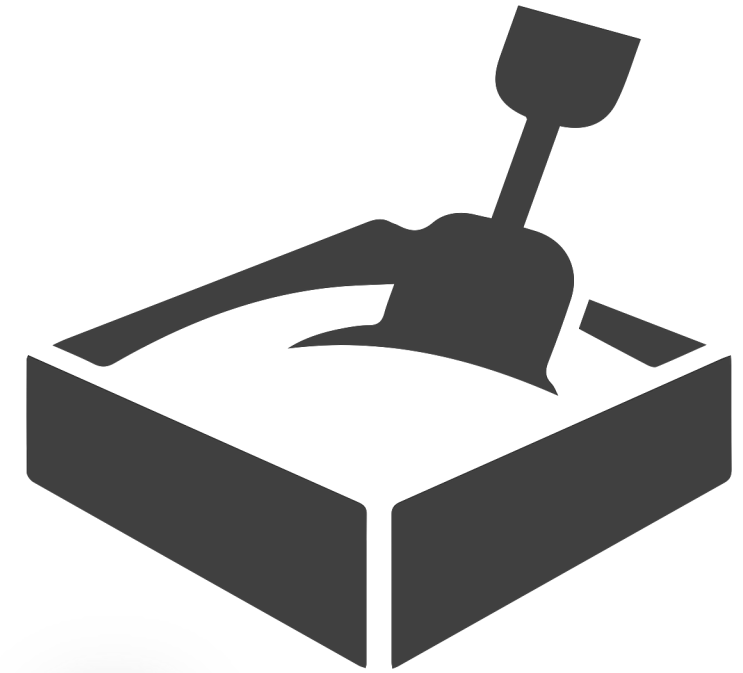
Designed With Users
In A Prototype



Cloud based solutions provide you the opportunity to change the way in which you think about the design process. Configurable solutions provide a different kind of sandbox to use with users.



Great Sandbox But It Has Limitations



Some Things Cannot Be Changed

Your sandbox has edges, so things like status are ridged.



Moving Outside The Box Requires Code

If business needs require it, plugins are your friend, but require code



Not Everything Can Be Prototyped

During design, you can only simulate interactions with host systems.



The How May Be Different.

The software does things in specific ways, which can accomplish your goal, but look or act differently.



The G7 Maturity Model

Leading



Lead with greater automation and orchestration of contractor management, predictive asset health routing, and AI integrations

Evolving



Evolve with expanded Tech tools, customer/3rd party self serve appointment booking, and wider data integration for predictive modeling.

Engaging



Engage by integrating the key systems in your ecosystem, modernizing and improving workforce productivity / capacity utilizations.

Beginning

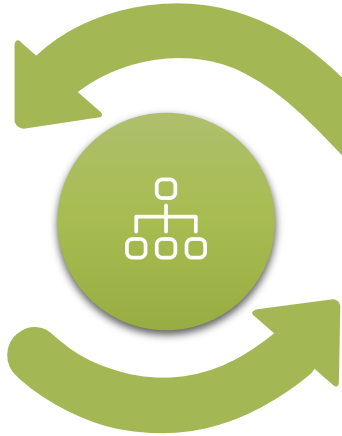


Begin by having a strategy, goals and then moving from paper to a Workforce Management System (WFM)



DISCOVERY

Use discovery to stand up the prototype



Discovery is focused on understanding where you are & where you want to go.

PROTOTYPING

Interacting with the prototype iterates the design.



Prototyping in the actual environment is about seeing how it can work.

DESIGN

The design informs and documents the prototype



Designing the solution is a balance between the possible and the practical.



Examples Of The Approach In Action

UI Design



Background

- Formed a small working team
- Each product line had an owner
- Frequent (daily), but short (15 minutes) user interface (UI) walk throughs

Outcomes

- Rapid refinement of the UI within the environment
- Client accepted UI prior to integration, system integration testing (SIT), and user acceptance testing (UAT)

Custom Plug-in Design



Background

- Client wanted to capture labor time for costing & payroll
- Created a series of prototypes to refine the time capture interactions

Outcomes

- Identified new needs (E.g. handling of overtime) not accounted for in original request.
- Enabled different groups to see and provide feedback prior to acceptance testing (UAT)

Environment Setup



Background

- Client provided screenshots, field definitions and workflow diagrams of existing solution prior to kick off.
- Pework + Targeted Discovery = Accelerated Environment Set Up

Outcomes

- Within 45 days, the client was able to see an OFS resource tree that looked like them.
- Within 90 days, users were approving aspects of the prototype.



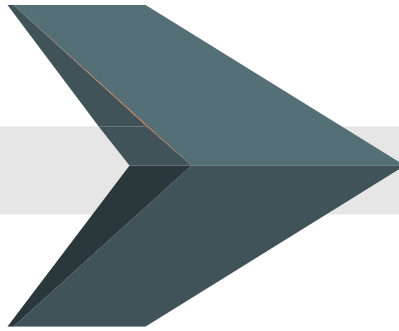


A Series Of Outcome Driven Workshops



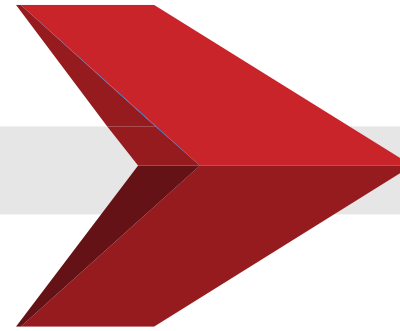
Know Why

While sounding obvious, it is important to pause and be clear on your goals and why you are making this change.



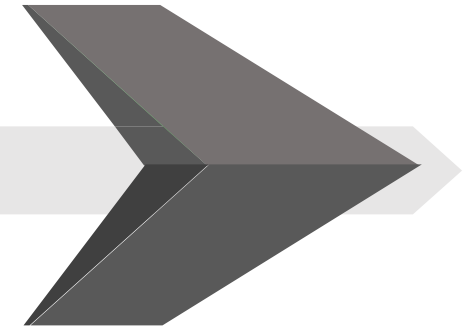
Know Who & Where

The next order of business is to find out who's who in the zoo, where they work and their operating groups.



Know What & How

Then, we deep dive into what work is done, what it looks like, and how it flows between systems and roles.



Know What Changes

Finally, convert all this into a prototype and start getting real on what changes and what does not.



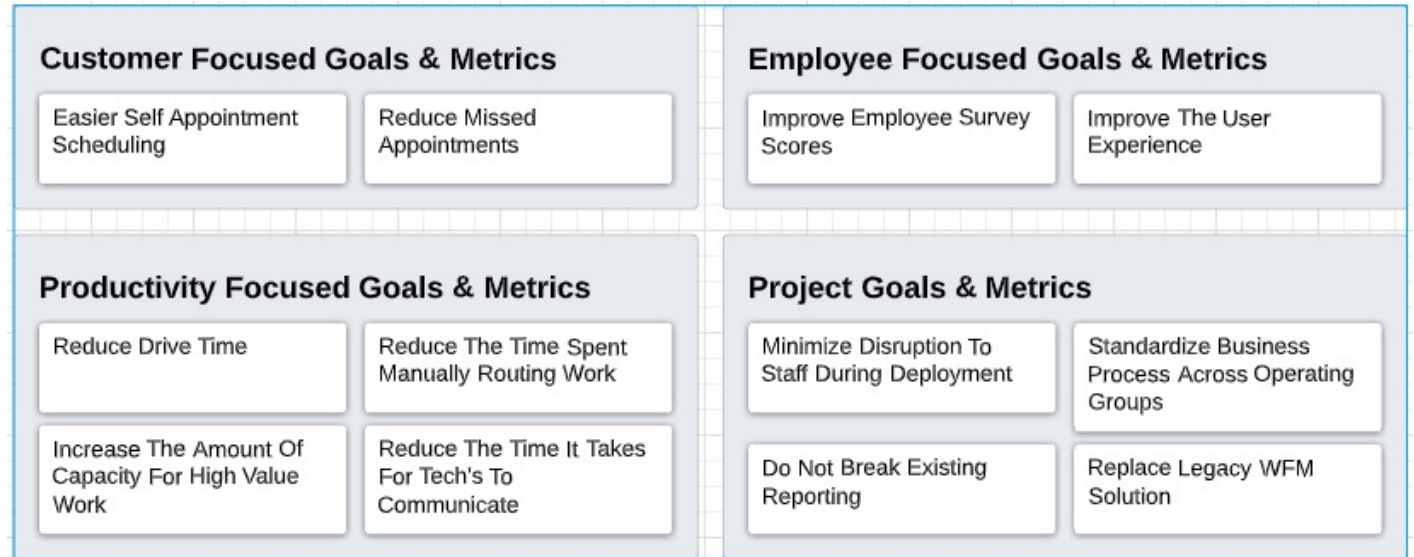
The Know Why Workshop

Topics

The Know Why workshop explores the business drivers behind the intended change. Our framework includes common reasons to help get the discussions started.

Key Outcomes

- Business Goals
- Project Success Criteria



We like to think about goals across these four different dimensions. We have some templates with starters to help.



The Know Who & Where Workshops

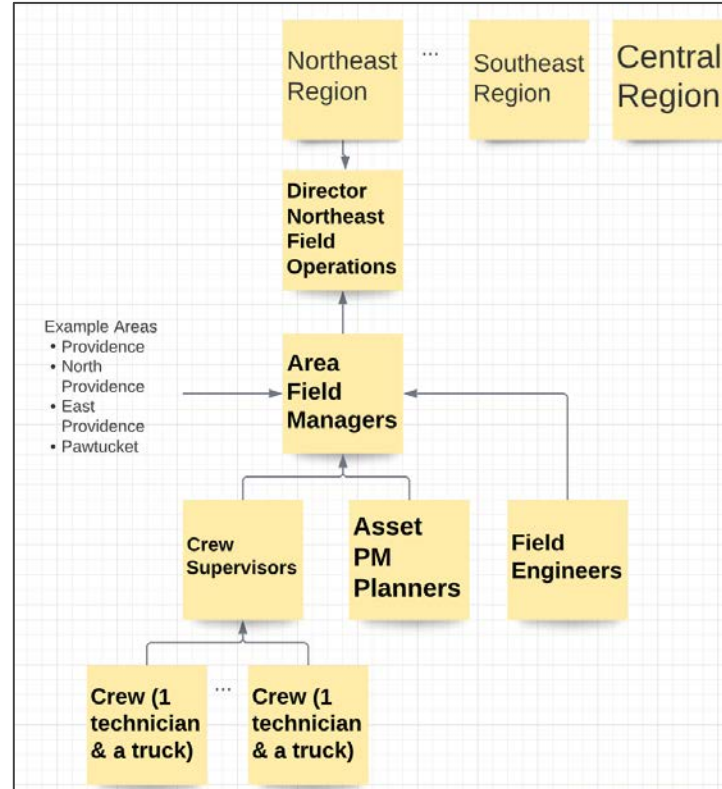
Topics

The Know Who & Where workshops explore the current state of how the organization is structured geographically and the roles / operating groups that work in the geography.

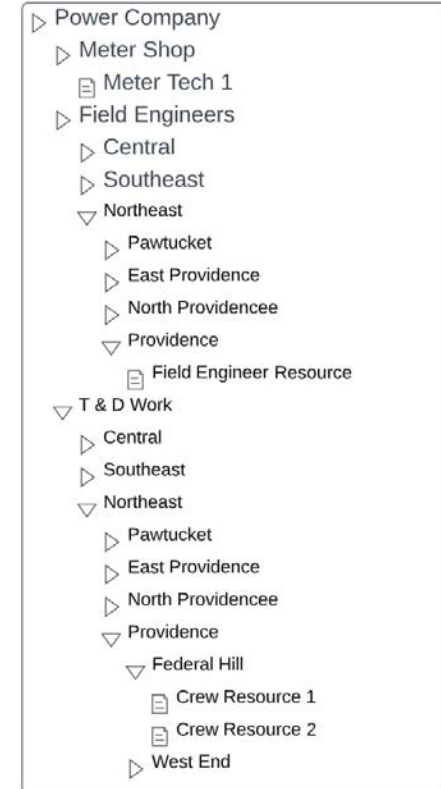
Key Outcomes

- Prototype Resource Tree
- Prototype Resources (Crews)

From



To



We use virtual whiteboarding tools across most workshops to keep the process engaging and collaborative even if not in person.



The Know What & How Workshops

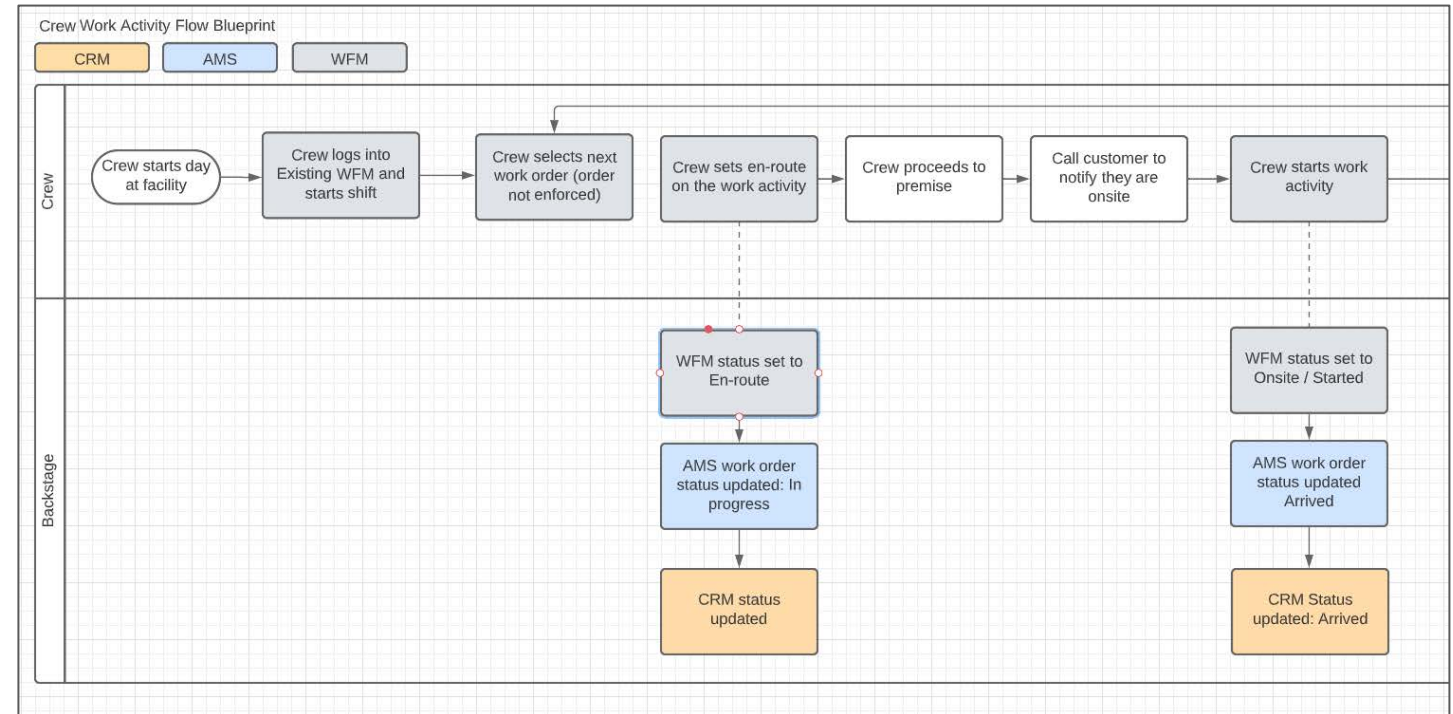


Topics

The Know What & How workshops explore the current state of what field work is originated in upstream host systems and how it flows in order to be completed by a field technician.

Key Outcomes

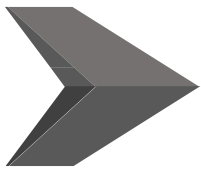
- Host-based Work Lifecycle Flows
- Prototype Activity Types



We use a series of workflow blueprints that allows to model the flow of different types of work while capturing important “backstage” transactions



The Know What Changes Workshops



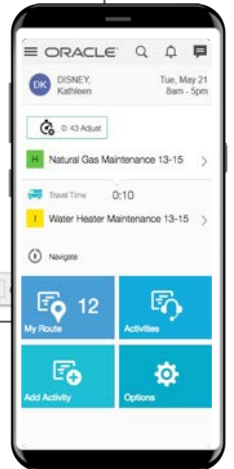
Topics

The Know What Changes workshops explore which aspects of the current state pulls forward, identifies gaps that need resolved and defines what needs to change... the Launch Point for design.

Key Outcomes

- Prototype Screens
- Prototype Workflows

The screenshot displays a software interface for project management. On the left is a 'Project Explorer' with a tree view containing categories like 'Client RFP Requirements / Responses', 'Executive Overview', 'Stakeholder Analysis & Communications', 'Project Glossary', 'Project Scope', 'Assumptions', 'Project Goals & Objectives', 'Risks', 'Decisions', 'Current State', 'Future State OFS Requirements', 'Non-functional/Technical Requirements', 'Base Configuration', 'Pre-fulfillment Process', and 'Schedule, Assign and Route Activities'. The 'Schedule, Assign and Route Activities' folder is selected. The main area shows a table titled 'Schedule, Assign and Route Activities' with columns: ID, Relationship St..., Last Activity Date, # of Upstr..., # of Down..., and Name. The table lists 9 items, including 'Scheduling', 'Reschedule Activities', 'Automatic Routing', 'Manual Routing', 'Routing On-call', 'Route Order Enforcement', 'Locations', 'View Technician Location on a Map', and 'Bundling'. At the bottom left, a status bar indicates 'Needs update(5)'. At the bottom right, a pagination control shows 'Page 1'.



We use a combination of discovery artifacts and our framework artifacts to iterate the prototype and inform design... in Mobility Too.



Any Questions?



Thank You For
Your Time!

