

Improve Field Performance at A Lower Operating Cost with Oracle Utilities Mobile Workforce Management



KEY FEATURES

- End-to-end enterprise solution
- Real-time scheduling for assignments and routing
- Browser-based dispatcher interface
- Efficient two-way communication
- Pre-built reporting for ongoing process improvement and troubleshooting
- Comprehensive management of all work types
- Flexible collaboration models for contactor management
- Out-of-the-box schema and dashboard analytics for productivity, efficiency, and appointment KPIs
- Choice of cloud, on premise, or hybrid model

Oracle Utilities Mobile Workforce Management provides fully integrated, real-time, best-of-breed planning, scheduling, dispatch, mobile communications and performance analytics. For all work types—routine and complex—the solution optimizes the deployment of internal and contract field workers and enhances visibility and control of assets. The result for utilities is a shift from reactive to informed, proactive decision making, enabling improved mobile workforce performance and customer service at a lower operating cost.

Manage Conflicting Demands of Improving Service and Reducing Costs

Mandates to increase productivity while simultaneously reducing costs appear to be impossible contradictions. Customers aren't going to wait patiently when requesting service, or remain complacent when expectations are not met. Additionally, budgets are now more constrained for larger complex jobs, but the work still needs to be done.

To succeed in this environment, utilities must provide world-class service while also continually streamlining operations. This requires applying best practices to the mobile workforce for all work. Customer service representatives, dispatchers, project managers and field workers must improve their decision making by being in sync with operational objectives, and one another, at all times. To achieve this synchronization, they need optimized workflow and access to real-time information of job status, enabling them to better protect revenue, keep customers more informed and deliver exceptional service.

Utilities that cannot manage these conflicting demands will be plagued with dissatisfied customers, poor financial results and issues with regulatory bodies.

Optimize All Elements of Field Work

Oracle Utilities Mobile Workforce Management solves the quandary of getting more done with fewer resources while improving the outcome of work. The solution maximizes efficiencies across the utility through more effective resource planning, scheduling, routing, dispatching and analysis of work.

The solution is composed of four interoperable components.

- Resource Planning and Scheduling
- Common Dispatch Interface
- Mobile Communication Platform
- Oracle Mobile Workforce Analytics

KEY BENEFITS

- Improves performance that impacts customer satisfaction and operational efficiency
- Increases dispatcher and field worker productivity
- Increases jobs completed
- Optimizes resources for both short and long cycle work
- Reduces travel time and distance
- Decreases operating expenses and overhead
- Minimizes overtime hours
- Incorporates training and work monitoring
- Minimizes missed appointments
- Fulfills more customer commitments
- Improves service response times
- Provides deployment options to reduce IT complexity, cost, and risk
- Embedded industry proven best practices enhance operational efficiency and reduce costs

These four elements provide agile, streamlined work processes starting with initiation, through efficient execution, and finally with completion, documentation and reporting.

Also, a single, yet powerful flow of information pairs with end-to-end work lifecycle processes to provide a failsafe approach for handling routine as well as unexpected field-related tasks.

Provide Service Excellence via the Mobile Workforce

Using a “management by exception” foundation that identifies and eliminates subjectivity, Oracle Utilities Mobile Workforce Management increases the productivity of dispatch and field personnel, creating efficiencies while increasing quality results. Added benefits are realized in the communication process through the incorporation of monitoring that can be applied to company employees or third party field workforce.

Additionally, customer satisfaction is improved by using real-time resource allocation during appointment setting, thus improving the ability of the utility to meet service commitments. This process ensures customer and utility expectations are met with positive outcomes, as appropriately skilled field workers are matched with the tools to complete the job – on time and within budget. Even when challenged with unforeseen emergencies, Oracle Utilities Mobile Workforce Management continually adjusts schedules automatically to maintain superior levels of customer service.

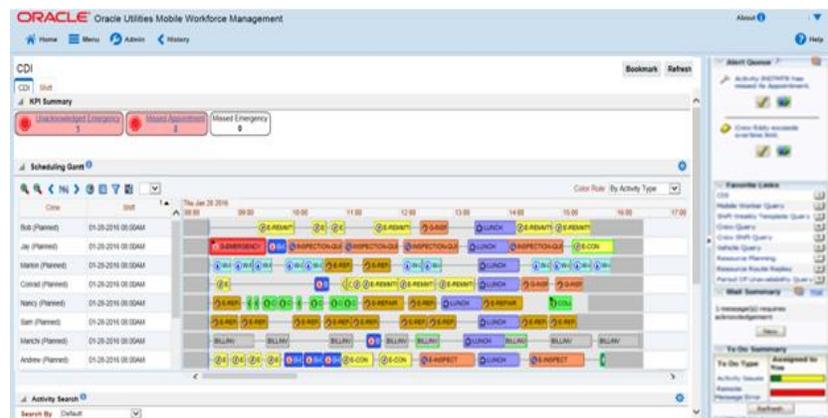


Figure 1: Oracle Utilities Mobile Workforce Management provides a 360° view of all current operations to allow dispatchers to focus on high-priority tasks.

Expand Field Management to Encompass Long Cycle Work

Using Oracle's solution, utilities of all sizes can move beyond just short cycle tasks. Incorporating full process lifecycle management of all types of work, Oracle Utilities Mobile Workforce Management enables utilities to easily plan, visualize, link, schedule and execute multiple tasks and dependencies performed by numerous field workers over the course of days or weeks.

Via automation and configurable business rules that handle all the people, process, tasks, and timelines of long cycle projects, the solution effortlessly accepts and schedules complex work orders. The result is the removal of uncertainty and disruption and, instead, the injection of streamlined processes, accurate project execution and improved performance across the all aspects of long cycle work. Since the solution also automatically and continually adjusts scheduling, accounting for work completed early,

for example, it flattens process anomalies and eliminates inefficiencies, such as the need for supervisors to manually assign tasks.

Effectively Collaborate with Third-Party Contractors

To handle customer service demand and deliver network reliability at a reasonable cost to consumers, utilities are often increasingly relying on temporary workers to augment their internal staff. This reality has presented utilities with multiple challenges for management of third-party field workforce contractors, such as effectively matching skills to tasks, integrating contractor capacity into scheduling, and maximizing the overall value of these typically costly crews.

Oracle Utilities Mobile Workforce Management provides all the tools needed to improve collaboration with contractors, aligning utility needs and work demand with contractor capabilities and capacity. Parameter-based rules capture contractor preferences and availability, which is then cross-referenced with work skill requirements, resources needed, time period, service areas, and number of tasks. The solution then applies automation to accurately assign work to the appropriate third party. By scheduling contract workforce to meet anticipated demand, utilities are able to better satisfy customer appointment requests, all while streamlining and reducing the cost to provide service.

Continually Analyze and Improve Results.

Making decisions each and every day is critical to utility performance—understanding what resources are needed to best meet customer appointments, prioritizing tasks to complete larger jobs within the timeframe of work permits, effectively deploying field workers during emergency response, just to name a few. Making the correct decisions requires timely and accurate information from many sources and the ability to adjust priorities to account for daily variances.

Oracle Mobile Workforce Analytics is an out-of-the-box solution, including pre-built schemas and dashboards that track, gather and report data for key performance indices and ad hoc analysis to model the impact of varying decisions. The result is powerful business intelligence that enables managers and executives to keep a finger on the pulse of the operations, make adjustments when necessary, and continually improve performance.

Easily Conduct All Types of Field Work Tasks

Utilities execute a wide range of work, and the Oracle Utilities Mobile Workforce Management provides comprehensive handling of all types within finely-tuned processes. Planning, scheduling, dispatch, mobile communications and analysis combine to provide the synergies needed to expertly support all requirements across the work lifecycle.

- **Inspection work** is often booked in advance with appointment times being confirmed with customers or contractors.
- **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 delayed.
- **Same day service** tasks may be inserted into the schedule based on priorities.
- **Service level agreement (SLA)** tasks are scheduled based on contracted agreements that require calls to be taken and serviced in specified timeframes.
- **Co-located tasks** are attempted when a service call is made to a site and planned maintenance work can be accomplished during the same visit.
- **Complex and prerequisite tasks** can be added and applied to daily work, such as digging a trench before installation of pipe conduit or performing an inspection after the work is complete.

Cloud Deployment Available to Reduce Time, Cost, and Risk

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, on premise, or a hybrid model – that best suits their business strategy, cost, technology and timeline.

Delivering Expansive Functionality for Today's Field Challenges...

- A single, comprehensive repository for all field 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 work and resources.
- Changes processed in real time and visible in the system immediately.
- Detailed street-level mapping and routing.
- Assignments made according to specific work types, priorities and resource capabilities.
- Configurable matching for skills, zones, field worker type and other business rules.
- Support for variable shift configurations.
- Operational parameters (e.g. drive speeds and work efficiencies) configured by field resource, region, zone.
- Out of the box analytics to measure and help improve performance.
- Customer appointments based on financial impact 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.
- Support for multi-step / complex work orders that allow time and sequence dependencies to be honored in the schedule.
- In-day visibility with option to provide estimated time of arrival (ETA) information to customers.

... and an Equally Broad Range of Benefits

- Provides a single tool for managing all field work across the enterprise.
- Increases field personnel productivity.
- Extends asset life through preventive care and timely maintenance.
- Enables quick response to work day changes caused by external events.
- Reduces travel time and distance, resulting in decreased service costs, lower vehicle emissions and prolonged fleet life.
- Improves customer service and satisfaction as a result of fewer missed appointments and operating within internal or regulatory SLAs.
- Lowers penalty payments resulting from missed appointments.
- Improves operating margins.
- Increases work completed per day.
- Minimizes missed appointments.
- Fulfills more customer commitments.
- Decreases expenses and overhead.
- Improves service response times.
- Minimizes overtime hours.
- Incorporates training and work monitoring.
- Helps identify field worker-related performance issues.



CONTACT US

For more information about Oracle Utilities Mobile Workforce Management, visit oracle.com or call +1.800.275.4775 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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