

ORACLE FIELD SERVICE



Oracle® Field Service enables highly effective field service delivery at many leading service organizations across the globe. It provides all of the basic field service delivery functionality including preventive maintenance, dispatch, diagnosis, debrief, and billing needed to run a profitable service operation. Oracle Field Service can be extended with Oracle Spares Management, Oracle Advanced Scheduler and Oracle Mobile Field Service to provide a more advanced solution.

KEYBUSINESS BENEFITS

- Increase Customer Satisfaction
- Reduce Service Costs
- Optimize entire service delivery process from dispatch to invoice
- Increase productivity of Field Technicians and Dispatchers

Oracle Field Service Overview

As customer care becomes a more important part of global business strategy, field service organizations are faced with a growing number of challenges and opportunities including dispersed staff coordination, complex technical issue resolution, inventory management, and honoring complex warranties and service agreements.

Oracle Field Service allows organizations to minimize cost and improve customer satisfaction through comprehensive service management and efficient service delivery. It streamlines and automates every step in the process, from initial customer request through issue resolution and billing. Technicians are able to resolve service matters quickly, because the system dispatches the most suitable technician, stocking the right parts, in a timely manner. With Oracle Field Service, organizations can optimize service delivery, reduce service costs and improve service effectiveness.

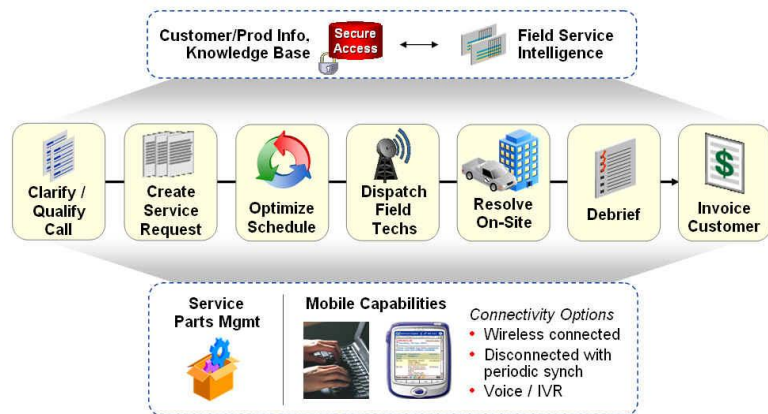


Figure 1. Field Service Process

DISPATCH CENTER

- HTML Dispatch Center expands to fit large monitors so Dispatchers can easily work with more Techs and Tasks without scrolling
- Configurable task colors to indicate task status and Type
- Task View provides all relevant tasks details such as addresses, product, problem description/code, contract coverage, SLAs, customer contacts, etc.
- Plan Board View is a powerful status monitoring tool that displays a single day's scheduled tasks for the technicians in the selected territories
- Gantt View displays graphical representation of field service tasks across a configurable time line
- Gantt View supports drag and drop manual task scheduling with appropriate constraints and warning messages
- Supports scheduling in Map View by plotting nearby, eligible, and available Technicians based on skills, calendar and GPS data
- Powerful function based menus to schedule tasks, reschedule tasks, order parts, update task skill requirements, etc.
- Trip Management tools to mass block and optimize sets of tasks
- Scheduling and managing multi-day tasks
- Visibility into projects information for Tasks created by/for Projects
- Visibility into spare parts requirements, order status, parts reservations, warehouse and shipping information
- Updating/viewing customer access hours, customer confirmation process, and the creation and display of task dependencies
- Commit functionality to release tasks/work to the field
- Embedded Analytics and Metrics within Dispatch Center
- Time Zone Support
- Create/View Notes and Attachments

Optimize Service Delivery

Oracle Field Service effectively supports the entire field service delivery process from dispatch to invoice.

Intelligent dispatch reduces response times

The Dispatch Center provides a unified view of all of the information surrounding field service tasks. It provides Tasks, Plan Board, Gantt and Map views of the Field Service Tasks in the Dispatcher's Territories. With its seamless integration to Oracle Advanced Scheduler, Dispatchers can create efficient schedules meeting SLAs while controlling travel costs. The Plan Board and Gantt views allow the Dispatcher to monitor progress and react to schedule changes (e.g. task took longer than expected, tasks needs parts, etc.). The new version of Dispatch Center (**HTML Dispatch Center**) is designed to be user-friendly and informative. With the new version of Dispatch Center, Dispatchers can monitor more Technicians and Tasks with minimal scrolling. Analytics and Metrics are displayed so Dispatcher can evaluate the quality of the schedule. Collapsible panels enable the Dispatcher to focus on a specific region of interest. Dispatchers can experience the power of real time interactive scheduling using the Map view of Dispatch Center. Dispatchers can plot nearby eligible and available Technicians before scheduling a Task. Technicians' current location is fetched from the GPS device assigned to them. HTML Schedule Task user interface is also available for scheduling within Dispatch Center.

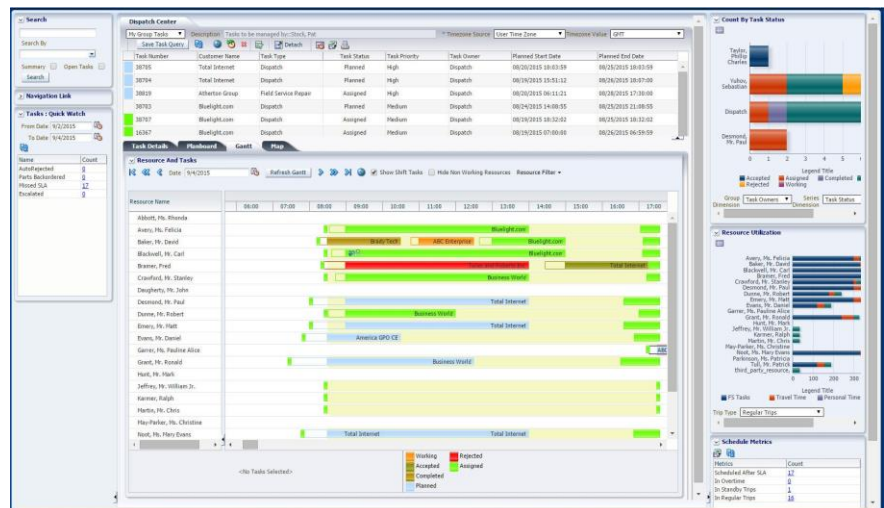


Figure 2. HTML Dispatch Center

GPS System integration enhances tracking field technicians and assets

The Dispatch Center provides out of the box integration with Geographical Positioning System (GPS) system provided by GPS Service Providers, to enable real-time location tracking of Technicians and Assets (stationary and mobile) in the field. Technician and Asset location can be stored consistently, displayed on the map real-time and can also

be used for subsequent audit and analytics. GPS Service Providers also provide many useful reports for measuring technicians' productivity, vehicle usage, driving habits and safety, fuel consumption, un-official travel, etc.

TECHNICIAN PORTAL

- Get work and manage Task assigned status from personalizable dashboard
- Debrief/report parts usage, recovery, labor, travel, and expenses
- Update Counter/Meter Readings
- Capture Electronic signature record
- Quick links to access spares functions
- Service Request creation
- Knowledge base search
- Task Self Scheduling
- Admin Portal for support personal who work for/with multiple field technicians with full Time Zone Support
- Improve technician productivity by eliminating duplicate data entry and streamlining time- intensive processes

Technician applications increase productivity and visibility

Oracle Field Service provides a Technician Portal that allows field technicians to receive work (FS Tasks), quickly update tasks status (traveling, working, on hold, completed, closed, etc.), and debrief results (parts, labor, expenses). Technicians are provided with the customer, product, contract, and knowledge information needed to deliver top quality service in a timely fashion. Real time updates provide the dispatcher with the timely status information needed for quick reactions and meeting SLAs. In addition, an Administrator Portal is also provided so a District Administrator can enter transaction on behalf of field technicians to correct mistakes and support technicians that do not have mobile devices or wireless access.

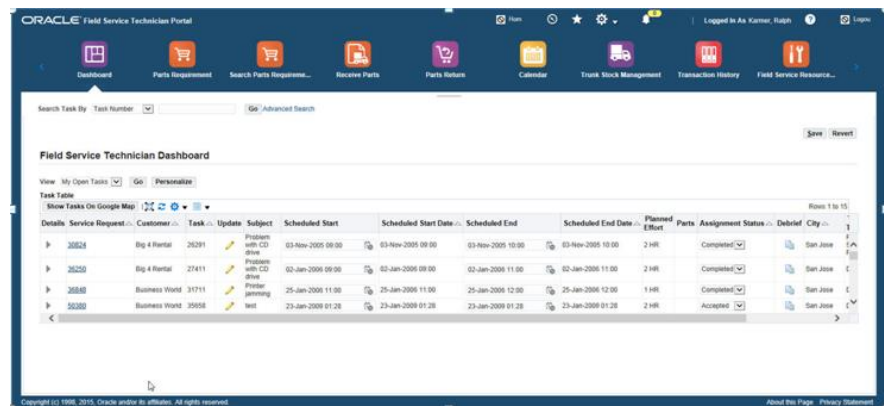


Figure 3. Field Service Technician Portal

REAL-TIME GPS TRACKING AND MAPPING

- Track Technician, Vehicle or Asset location in real-time
- Display technician/Vehicle location on Maps using real-time GPS location data
- Find Technicians located close to a customer site to handle emergency/break-fix jobs
- Use EBS Application Data in conjunction with the stored GPS location data for custom reporting and analytics

Reduce Service Costs

Oracle Field Service reduces service costs through automated billing, dispatch avoidance, and optimal scheduling of technicians.

Dispatch avoidance minimizes expensive field visits

Service organizations can minimize expensive service visits by using more cost-effective channels for service delivery. Oracle TeleService and Oracle iSupport leverage Oracle Knowledge Management and SES to enable first-call and web-based resolution through features such as a solution advisor, troubleshooting scripts, problem-solving techniques and knowledge base search.

Optimized scheduling reduces service delivery costs

Oracle Advanced Scheduler enables effective resource assignment and dispatch by using advanced algorithms and spatial data to calculate travel time and assign the lowest cost resources to the task. Advanced Scheduler will also automatically order

OPTIMIZED TECHNICIANS SCHEDULES

- Optimized schedules lead to significant decrease in travel time and cost
- Increased work force productivity

parts when required and check skills to make sure the technician is qualified to do the task.

Automation shortens the billing cycle

After the technician completes the task(s) and debriefs the work performed (parts used, labor, travel, expenses), Oracle Field Service automatically calculates the appropriate Charges and forwards them to OM and A/R for invoicing. Price Lists are used to price the service and parts. While Contracts and Warranties are used to discount the charges they cover. This automation shortens the billing cycle and greatly reduces billing errors.

Scheduling emergencies during after-hours/stand by shifts

Dispatch Center enables Service Providers to operate a 24x7x365 support and field service especially when their equipment is mission critical (e.g. medical devices). To provide this service, field technicians are typically required to intermittently be on stand by in case an emergency call comes in after regular hours or on the weekend. Dispatch Center provides the ability to view stand by shifts in the Dispatch Center Plan Board and Gantt chart, and to include Technicians working in stand by shifts during interactively scheduling emergency jobs.

AFTER HOURS/STAND BY SHIFT SUPPORT

- Associate Stand By shifts to Calendar and assign resources
- Flexible options to consider resources in Stand By Shifts

PREVENTATIVE MAINTENANCE

- Supports usage and time based PM programs
- PM schedule generated from usage forecasts or from schedule windows defined in PM Contracts
- PM service requests and tasks automatically generated from PM Schedule

Preventive Maintenance

Most service organizations perform some kind of preventive maintenance to improve product performance and reduce down time and repairs. Oracle Field Service provides a powerful preventive maintenance solution that supports counter/usage and time based programs. Oracle Contracts supports the setup and sale of PM Coverage/Contracts including custom PM schedules. Once the preventive maintenance module has created the PM Schedule and automatically generated the corresponding PM Service Requests and Tasks, they can flow through the scheduling and execution process like other field service work

THIRD PARTY (OUTSOURCED) FIELD SERVICE FUNCTIONS

- Supports scheduling Tasks to Third Party Service Providers
- Monitor and update Tasks being executed by Third Party Service Providers
- Third Party Administrators reassign, reschedule and capture debrief for Tasks on behalf of their Technicians

Outsourcing Field Service functions to Third Party Organizations

Often Service Providers and Original Equipment Manufacturers (OEMs) work on a 24x7x365 basis for attending to Break-Fix calls, in order to meet customer SLAs and contractual obligations. They have to dispatch in house Technicians or transfer the call to a competent Third Party Organization possessing necessary skills already identified and designated to work in a specific territory. OEMs typically have mixed mode of field service operation where in they have their employees (Technicians) as well as a few Third Party Organizations contracted to handle field service calls. OEMs typically have some Third Party Organizations to absorb the overflow work. Third Party Administrators have the ability to accept, update, reschedule, reassign and capture debrief, and notes for tasks on behalf of their technicians. The Dispatch Center supports monitoring Tasks scheduled to Third Party Organizations and their Technicians. Dispatch Center provides ability to query and view Tasks scheduled to Third Party Service Providers. Interactive scheduling capabilities of the Dispatchers include the improved Schedule Tasks UI to

RELATED PRODUCTS

- Oracle Mobile Field Service
- Oracle Spares Management
- Oracle TeleService
- Oracle iSupport
- Oracle Advanced Scheduler
- Oracle Contracts
- Oracle Depot Repair
- Oracle Order Management
- Oracle Inventory

RELATED SERVICES

The following services support Oracle Main Product:

- Update Subscription Services
- Product Support Services
- Professional Services

present plan options for internal Technicians as well as Third Party Service Providers. Dispatchers will be able to commit and release Tasks scheduled to Third Party Service Providers. Dispatchers can monitor and perform all functions, including updates to Tasks scheduled to Third Party Service Providers.

Improve Operational Performance

Field Service Command Center is a solution built on the Oracle Enterprise Command Center (ECC) platform. This solution allows users to proactively monitor field service tasks and effectively manage field workforce utilization to achieve maximum customer satisfaction and profitability. Field service managers and technicians can leverage this solution to quickly identify exceptions, escalations and tasks in jeopardy by product, geography, customer, and technician. With powerful search, guided navigation and drilldown capabilities field service organizations can improve compliance with service level agreements by proactively identifying risks, quickly finding opportunities to load balance field jobs and increase daily throughput.

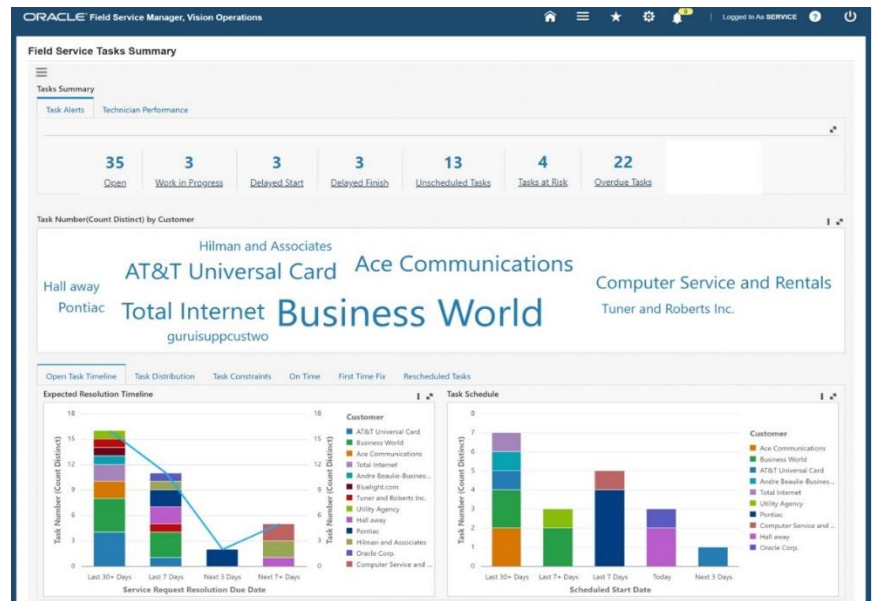


Figure 4. Field Service Command Center

Empowering field service technicians enables up-sell and cross-sell

When technicians have easy access to all relevant customer and product information, they can easily suggest appropriate upgrades and services. Oracle Field Service puts information about the customer products, and contracts at the technician fingertips and also allows them to create work orders in the field.

Automatic Creation of Oracle Time and Labor Time Cards

Oracle Time and Labor (OTL) is integrated with Field Service to make creating OTL Time Cards more accurate and efficient. Field Service Labor Debrief data is used to

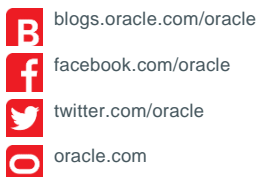
automatically create OTL Time Card Entries for applied labor. Field Service Personal Tasks data is used to create OTL Time Card Entries for unapplied labor. Field Tech can use the OTL Mobile Application to view, adjust, and submit his/her Time Card for management approval and posting to Payroll Systems.



CONTACT US

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

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