

Smart Mobile Workforce – Midsize Software Products Company



- 6+ years in service
- 1,000+ employees (onshore and offshore)
- 125+ clients across multiple countries

Business Need	Challenge	Solution & Results
<ul style="list-style-type: none"> • Repeatable products implementation process • End-to-End integration with material inventory, GIS, and time management • On-demand training • Work order management – eliminate manual processes • Workforce schedule and dispatch – eliminate manual processes • Eliminate papers/hardcopies • Asset management • Outage and restoration tracking • Customer service representative mobile tool • Training 	<ul style="list-style-type: none"> • No integrated platform • Work orders are not tracked or scheduled in a timely manner • Lack of tools for field workers to complete tasks • Assets are not tracked and integrated with work order • Duplicate orders • Missing orders • Location of assets are not accurate or updated • Location of field service representatives are not communicated • Outage reporting are manual (via phone) • Lack of customer engagement 	<ul style="list-style-type: none"> • Implemented work order creation, tracking, and reporting • Implemented field service representatives' tasks assignments • Provided online/real time training material (including editing capability) • Integrated assets with legacy material inventory repository • Implemented field service representatives' location identification to allow customers/Utility to improve communications and tracking • Implemented outage identification (current and future) to allow customers to report outages • Provide customer mobile capabilities to communicate with Utility