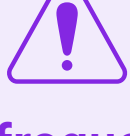


Field Workforce Management for Utilities

Operational Resilience in the Face of Extreme Conditions



Why Utilities Are Being Put to the Test



Outage frequency and severity are increasing

Extreme weather, aging infrastructure and rising grid complexity are driving more disruptive events. In the first half of 2025, the US recorded 15 separate \$1bn+ disasters.



Restoration is slowed by fragmented coordination

Manual updates, disconnected systems and limited field visibility delay critical decisions. Longest US outage restoration times have jumped more than 60% since 2022.



Recovery often creates the next backlog

Emergency response consumes planned maintenance capacity, disrupting scheduled work. Backlogs grow and preventable issues remain unresolved, increasing future outage risk.

Speed without coordination extends outages. Effective restoration requires real-time visibility, dynamic resource allocation, intelligent prioritization, and operational systems that balance emergency response with planned work.



The Essential Capabilities for Outage Resilience

Prevent and Prepare

Predictive maintenance execution:

Convert asset health alerts and failure signals into scheduled work before disruptions occur.

Respond and Restore

Emergency mobilization & crew coordination:

Rapidly call out and deploy crews, dynamically adjust schedules, and coordinate restoration work across regions as outage conditions evolve.

Unified operational visibility:

Maintain live awareness of crew location, work progress, and resource availability during major events to enable faster command decisions.

Damage assessment & work prioritization

Capture field inspection data quickly, including drone or image-based inspections, and convert findings into prioritized work orders.

Recover Faster

Post-event transition & recovery:

Transition crews and resources smoothly from emergency response back to normal operations to avoid creating new maintenance backlogs.

Powered by Industrial AI that works:

Predict asset failures before they happen

Optimize crew deployment during storm response

Convert field inspection data into repair work orders

Guide recovery and resource reallocation decisions

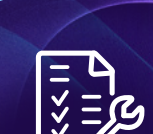
“The integration of information for our outage management solution (...) further enhances FortisBC’s ability to respond quickly and safely to emergency situations, such as power outages.”

Tim Swanson

Director, Information and Infrastructure Security



Why Utilities Choose IFS for Field Operations



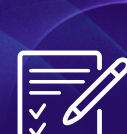
10%

Increase in first-time-fix rate



20%

Higher equipment uptime



81%

Improvement in service level agreement compliance



One composable platform built for resilience

Combine best-of-breed Planning and Scheduling Optimization, emergency response, mobile execution and asset management on one platform, helping restore service faster and strengthen resilience.



Integrated across your operations

Connect with core systems to maintain real-time visibility and coordinate restoration work across crews, assets and regions during major events.



Contextual AI embedded in existing workflows

Identify failure risk, optimize crew deployment, accelerate damage assessment and specialist recovery decisions without new systems or specialist teams.



Built for how utilities respond

Designed for preventive maintenance, emergency mobilization, rapid restoration and post-event recovery.



IFS are the only vendor to be recognized as a 2025 Customers' Choice for Field Service Management on Gartner® Peer Insights™ Report.

[Find out more](#)

Take the next step:

See how leading utilities are strengthening outage resilience, accelerating restoration, and building the case for modern field operations.

[Get the guide](#)