

Field Workforce Optimization Benchmarking Report for leading Utilities



Don't just meet the new standard of field
service scheduling, exceed it, with IFS

Are you meeting the new industry standards of field workforce scheduling?

In today's fast-paced field service landscape, staying ahead of the competition means optimizing every facet of your service delivery. As customer expectations rise and sustainability concerns grow, businesses face immense pressure to meet SLAs, control costs, and reduce their environmental impact. Leading organizations are setting new benchmarks in First Time Fix Rates, Resolution Time, and Time Between Visits, but how does your company measure up?

Based on Aquant's 2024 Field Service Benchmark Report, key cross-industry benchmarks that service-focused organizations should aim for include:

First Time Fix Rates (FTR)

- Top Organizations: Achieve FTFR above industry standards, often exceeding 76%.
- Benchmark: The median FTFR across industries is 76%, with top organizations reaching as high as 87%, while bottom performers may be as low as 55%.

Resolution Time

- Top Performers: Take an average of 2.44 days to resolve issues.
- Benchmark: The bottom 20% of organizations take around 9.67 days, which is four times longer than top performers.

Time Between Visits

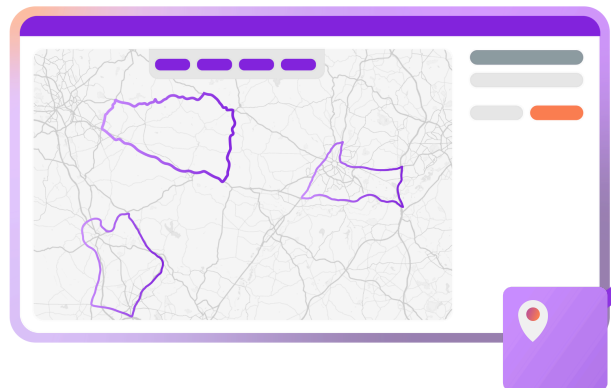
- Top Performers: Have 133 days between service visits.
- Benchmark: The industry average is 88 days, while bottom performers have just 46 days between visits.

How do you measure up?

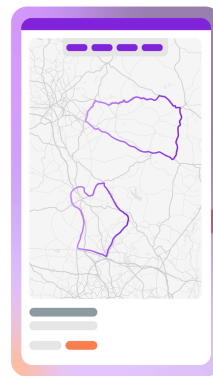
The report highlights that top-performing companies are pulling further ahead by minimizing workforce skill gaps, optimizing service processes, and reducing costs. In contrast, lower-performing organizations are burdened with higher expenses and inefficiencies. Understanding where your organization stands isn't just about knowing your rank—it's about recognizing the opportunities for improvement and the potential for revenue growth.

With IFS' AI-powered Planning and Scheduling Optimization (PSO) you can meet and exceed these industry standards. PSO uses real-time data, predictive street-level routing, actual engineer availability, current locations, skills, tools, and parts availability to improve efficiency, first-time-fix rate, and significant operational costs. This intelligent platform ensures the right technician, with the right skills and parts, is dispatched at the right time to deliver a first-time fix, significantly reducing travel, downtime, and resource waste – taking your service organization from excellent to world-class.

Don't just meet industry standards, set them, with IFS, your guide to operational excellence.



Energy, Utilities and Resources Organization



In a customer-centric industry, any loss of service is unacceptable, IFS can help you keep the lights on, the water running, the gas burning, and so on. Workforce planning and scheduling software ensures you deliver exceptional service and minimize downtime, helping you maintain customer satisfaction and meet SLAs.

On average, EU&R organizations who use IFS' AI-powered Planning and Scheduling Optimization (PSO) find business values such as...

8.75%

reduction in travel distance

16.6%

increase in jobs per day

40%

reduction in travel time

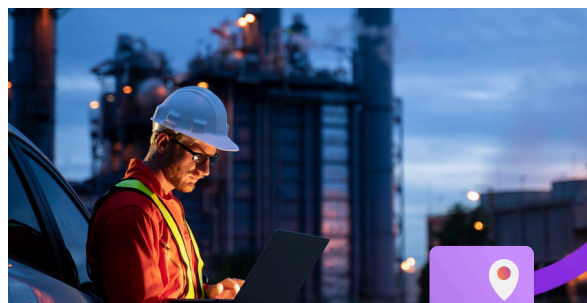
See It In Action.

Xcel Energy is a U.S. regulated electric utility and natural gas delivery company, serving more than 3.7 million electric customers and 2.1 million natural gas customers across the USA. In 2022, they announced a partnership with IFS to help drive long-term planning, scheduling optimization, and sustainability goals. The company will utilize IFS Planning and Scheduling Optimization and IFS Mobile Workforce Management to achieve these results.

“Planning, scheduling, and dispatching are manual processes for our teams today. We are excited on behalf of our customers and employees to digitize, streamline, and simplify our process.”

Jesse Seering, Director of Scheduling
Xcel Energy

[Read the full story here](#)



Challenges

Here's how IFS supports Energy, Utilities and Resources Organizations in overcoming industry challenges.

Challenge: Evolving Energy Landscape

Impact: The energy sector is undergoing a rapid transition towards decentralized and renewable energy sources, requiring organizations to manage both traditional and new energy infrastructures simultaneously. This dual focus creates complexities in resource allocation, maintenance scheduling, and the overall planning of operations. Without optimized scheduling, organizations risk inefficiencies and increased operational costs.

Solution: IFS workforce planning and scheduling accelerates digitalization by leveraging disruptive technologies such as AI and automation to optimize workforce scheduling by automatically assigning the right resources to tasks, adjusting schedules in real-time, and managing SLAs effectively. IFS Customers have found SLA compliance increases by 16%* and inventory carrying costs reductions of up to 20%~.

Challenge: Resilience and Flexibility Needs

Impact: Energy and utility companies face the critical challenge of planning and executing maintenance tasks while minimizing service disruptions. Long-term planning for scheduled outages, such as power station overhauls or the integration of renewable energy sources, requires precise coordination of resources, parts, and tools. Simultaneously, unplanned outages from things such as catastrophic weather events can disrupt these schedules, leading to inefficiencies, increased costs, and potential SLA breaches. Without a proactive approach, organizations risk resource underutilization and missed opportunities to bundle tasks efficiently.

Solution: IFS workforce planning and scheduling optimization empowers EU&R organizations to plan for both planned and unplanned maintenance or outages seamlessly. The platform enables intelligent task bundling, allowing organizations to address unplanned breakdowns alongside scheduled maintenance, reducing travel time and resource costs.

By leveraging AI-powered insights, companies can effectively manage planned outages years in advance, ensuring resources are allocated efficiently and service interruptions are minimized. Organizations using IFS have seen improvements in SLA compliance by 16% and a 40% reduction in travel time, enabling them to maintain high service reliability.

Challenge: Delivering Differentiated Service Levels

Impact: Energy and utility companies face the dual challenge of managing a large, geographically dispersed workforce while balancing the distinct skill sets required for maintaining aging assets while integrating decentralized energy systems, such as wind and solar. Each demands specialized expertise and tools, adding complexity to workforce deployment. Ensuring the right technician, with the appropriate skills, is dispatched to the correct location is critical for maintaining uptime, efficiency, and regulatory compliance. Without effective workforce alignment, organizations risk increased operational costs, missed SLAs, and delays in critical service delivery, especially when servicing expansive areas with varying customer demands.

Solution: IFS workforce planning and scheduling optimization empowers Energy, Utilities, and Resources companies to overcome these challenges by leveraging AI-driven resource allocation. The platform dynamically matches technicians to tasks based on their skills, qualifications, and availability, ensuring that renewable energy specialists and legacy system technicians are deployed efficiently. Additionally, the platform enhances workforce efficiency by enabling dispatchers to transition from administrative roles to proactive exception managers, increasing team capacity and effectiveness. Organizations using IFS have seen a 35% increase in technician productivity, a 49% reduction in subcontractor spending, and improved resource utilization, enabling them to meet the growing complexity of their asset portfolios while delivering consistent, high-quality service.

Greener Paths to Efficiency.

Sustainability remains a top priority for organizations in 2025 and beyond, driven by growing consumer expectations, regulatory pressures, and the urgency for large corporations to address climate change as part of their social responsibility. IFS's Planning and Scheduling Optimization (PSO) offers an innovative solution to reduce fuel costs, carbon emissions, and optimize workforce productivity.

By leveraging AI, IFS PSO minimizes technician travel by up to 35%, improving job scheduling accuracy and productivity by 33%. These efficiencies translate to significant cost savings, including millions in fuel and labor expenses annually, while reducing carbon emissions by up to 13 million pounds. In a global landscape facing escalating fuel prices and urgent climate challenges, IFS PSO helps organizations achieve financial sustainability and environmental responsibility simultaneously, ensuring you deliver exceptional service at the Moment of Service™.

[See how much you could save here](#)

Ready for the Future of Fleet Management?

When it comes time for your organization to shift its service fleet over to include electric vehicles (EVs), IFS makes it easy to setup, track and monitor vehicle attribute information in our AI-powered workforce planning and scheduling solution. By adding charge and capacity planning into our solution, it allows the optimization of EVs taking into consideration location of charge points, type, capacity, speed of charge and range.

[Download the factsheet now](#) to learn how our scheduling solution helps you:

- Reduce your fleet's fuel and labor costs while preparing for EVs
- Modernize your service fleet and optimize EVs seamlessly with people and parts
- Track and manage your organization's carbon emissions for easier ESG compliance



Something to takeaway.

IFS offers real-time planning and AI-powered scheduling optimization that supports the present and future state of your field service operations.

IFS is recognized by industry analysts, including Gartner, Forrester, and IDC, for our leadership in planning and scheduling optimization, asset management, field service management, and ERP solutions for asset and service intensive organizations.

If you're looking to learn more on the value IFS can bring to your business, take a look below...

PROOF OF VALUE

Using YOUR real business data, we can show you that IFS technology can deliver tangible and measurable business value.

Buying software is a very tough exercise – let alone proving the value that a new software solution will bring your organization. But at IFS we understand the importance of building a solid business case that you can confidently report back to your peers.

We can offer you a Proof of Value to truly show you that IFS technology can deliver tangible and measurable business value: in hard currency, time, and CO2 reductions.

Get in touch with our team and we can expertly guide you through this process. In no time at all you could see the true value an AI powered planning and scheduling optimization solution from IFS could bring your business.

[Learn more now.](#)

10 QUESTIONS.

To ask when evaluating your next field workforce planning and scheduling solution.

These questions illustrate considerations we are commonly asked about by teams who are evaluating planning and scheduling solutions and are aimed to help businesses understand the full capabilities of a best-of-breed scheduling solution and help define and scope the specific needs of your business.

[Learn more now.](#)

STAY ONE STEP AHEAD.

The what-if scenario explorer (WISE) featured in IFS Planning & Scheduling Optimization means that your ideas can be thoroughly tested before you put them into practice.

Using a wide range of 'what-if scenarios' you can enter any situation with the backing of a highly accurate prediction of the consequence of your actions.

By testing before committing to a course of action you minimize your risk and maximize your profits. IFS PSO enables you to benefit from:

Cost-saving territory rebalancing
More accurate bidding costs for additional work
Better alignment of your resource locations to demand locations, resulting in reduced travel costs

[Learn more now.](#)

Next steps

Discover how IFS planning and scheduling optimization will help you be your best in your Moment of Service™. Start your transformation today by visiting: www.info.ifs.com/

IFS is the world's leading provider of Industrial AI and enterprise software for hardcore businesses that make, service, and power our planet. Our technology enables businesses which manufacture goods, maintain complex assets, and manage service-focused operations to unlock the transformative power of Industrial AI™ to enhance productivity, efficiency, and sustainability.

IFS Cloud is a fully composable AI-powered platform, designed for ultimate flexibility and adaptability to our customers' specific requirements and business evolution. It spans the needs of Enterprise Resource Planning (ERP), Enterprise Asset Management (EAM), Supply Chain Management (SCM), and Field Service Management (FSM). IFS technology leverages AI, machine learning, real-time data and analytics to empower our customers to make informed strategic decisions and excel at their Moment of Service™.

IFS was founded in 1983 by five university friends who pitched a tent outside our first customer's site to ensure they would be available 24/7 and the needs of the customer would come first. Since then, IFS has grown into a global leader with over 7,000 employees in 90+ countries. Driven by those foundational values of agility, customer-centricity, and trust, IFS is recognized worldwide for delivering value and supporting strategic transformations. We are the most recommended supplier in our sector. Visit ifs.com to learn why.