

Mobile Workforce Management (MWM) in IFS Cloud

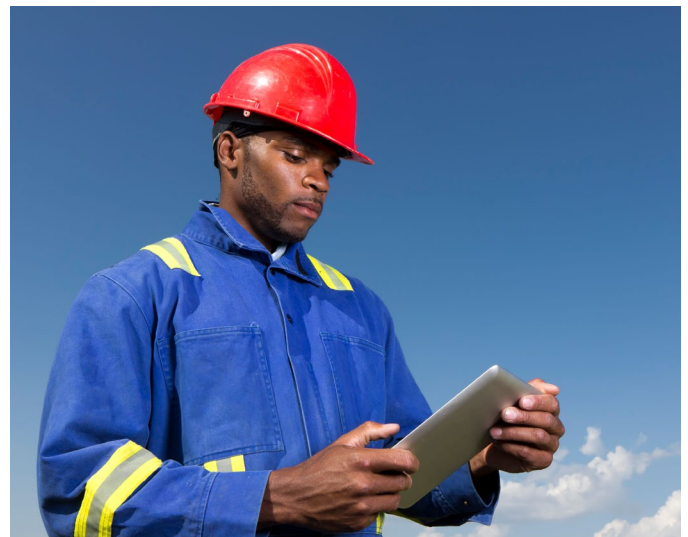


Digitize and transform key processes to enable mobile workers to deliver efficient customer service.

Relying on manual workflows and paperwork from field workers is time-consuming and error-prone causing delays in maintenance and service delivery, poor efficiency and increased costs. Data-entry often occurs after the fact, leading to limited insights and a lack of real-time data. This makes scheduling technicians, crews and equipment difficult and inefficient.

Mobile Workforce Management (MWM) in IFS Cloud optimizes the management of employees who work outside a traditional office environment, including technicians, engineers, inspectors, and other mobile workers. It covers the full lifecycle of work management from initiation to completion.

The solution unifies your operation from the back office to dispatch centers and mobile workers. Automated, digital workflows increase efficiency, while planning workforce capacity and schedules in advance boosts productivity. Real-time analysis and response improve handling of urgent requests.



IFS has a proven record of enabling organizations to differentiate through service, increasing utilization and growing service revenues.

Benefits



Boost efficiency and productivity in planning, scheduling, optimizing, and dispatching work.



Connect central and field teams to ensure mobile workers have the information they need to complete tasks successfully and efficiently.



Manage customer service tasks, SLA delivery, maintenance and inspections, alongside both short- and long- cycle project work.



Reduce travel time, vehicle fleet mileage, wear-and-tear and emissions while increasing first-time-fix rates through route guidance and eliminating unnecessary and repeat visits.



Enhance crew and technician utilization and productivity with better planning.



Deliver SLA compliance, dispatcher productivity and the best emergency response with AI-powered continuous scheduling optimization.

Key capabilities

Task management

Centrally manage all work tasks for short-cycle and long-cycle projects, including outages, inspections, maintenance, customer service, and construction projects. Mobile workers follow defined workflows, and provide updates for individually allocated, pool, and crew tasks. Plan and reassign tasks as needed. Boost efficiency with automated workflows. Understand dependencies, maintain control and SLA compliance with the ability to adapt.

Planning and resources

Ensure crew and shift planning capabilities have the right resources, with the right skill levels for scheduling, including on-call scenarios. Reduce mobile worker travel time by combining service, repair, inspection and maintenance tasks at one location and nearby. Holistically manage and track vehicles, inventory, equipment, workers, crews and contractors. Automate timesheet and other job costing reporting.

Situational awareness and dispatch

Dispatchers are always in control with support for manual, semi-automated, or fully automated scheduling with exception management. Monitor and track field activity on a detailed map, including worker and vehicle views. Ensure safety and SLA compliance with emergency task visualization and alerts for specific areas and workers.

Manual or AI-powered real-time scheduling

Utilize optional AI-powered continuous optimization that learns about your business, from the typical time-to-fix, skills and proficiency, travel times, dependencies and more. This ensures the right crew or technician is always in the right place, at the right time, with the right equipment increasing first-time-fix rates and worker utilization levels. Optimize and prioritize the use of in-house resources to significantly reduce contractor usage. During high demand, apply the same planning and scheduling optimization to contractors as your own teams to maximize efficiency.

Mobile worker application

Deliver consistently to meet expectations and targets using defined workflows, checklists, forms, and surveys in the comprehensive app. Perform customer service tasks, asset inspections and maintenance, damage assessments, vegetation management, and surveys. Ensure compliance with standards and regulations for both simple and complex tasks. Easily locate assets with mobile mapping, access documentation for troubleshooting, and update records. Empower workers to directly raise follow-up requests, increasing efficiency and ensuring compliance. Manage parts, complete tasks electronically on-site, and obtain customer sign-off.

Effective communication

Communicate as part of a connected team with central teams and other mobile workers through instant messaging and notes from customers, central and field teams. Provide and seek expert help with optional augmented reality video calls.

Online and offline work

Deliver consistent service even in remote locations. Both online and offline modes ensure mobile workers have access to the necessary information to stay productive. Reliable background synchronization maintains data integrity and provides a complete audit trail, allowing mobile workers to perform tasks without interruption and stay up-to-date.

Enterprise-ready integrations

Deploy Mobile Workforce Management in IFS Cloud as part of your existing infrastructure. IFS Cloud is a flexible integration-ready platform. Extensive integration capabilities include third-party authentication providers, SAP solutions, Customer Information Systems, Enterprise Asset Management systems, Outage Management Systems, and Geographic Information Systems. Further supported by a robust set of standards-based Open APIs.