

Field Workforce Optimization for Utilities

How do you compare against today's field service benchmarks?

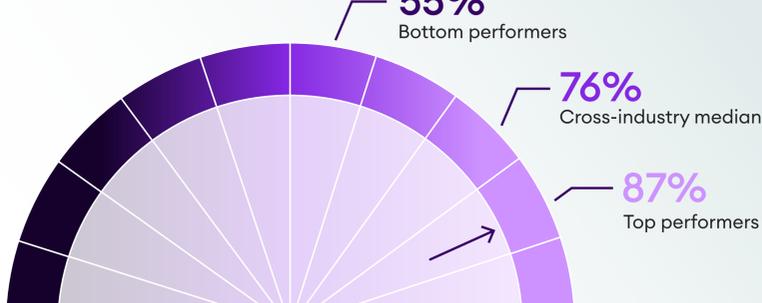


Increasing demand and rising customer expectations are intensifying pressure on utilities to deliver faster, smarter, and more reliable service.

Benchmark data reveals a widening performance gap across industries, with top performers optimizing workforce skills, service processes, and costs, while lower-performing organizations face growing inefficiencies.

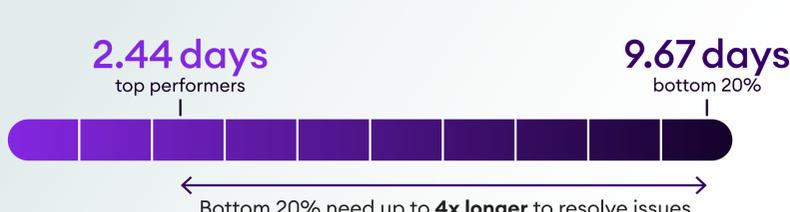
How do you compare on key field workforce benchmarks?

First Time Fix Rate (FTFR)

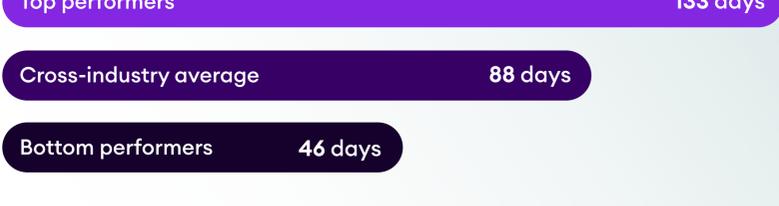


Top organizations achieve FTFR above industry standards, often exceeding 76%.

Average resolution time



Average Time Between Service Visits



Bottom performers require nearly 3x more frequent service visits.

What top-performing utilities do differently



Close Skill Gaps

Ensure the right technician, with the right skills, is assigned on the first visit.



Optimize planning & scheduling

Continuously optimize schedules to reduce delays, reworks, and inefficiencies.



Minimize travel

Reduce unnecessary travel time and distance through smarter routing and assignment.



Improve resource utilization

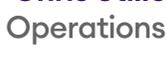
Make better use of available workforce capacity without compromising service quality.

Exceeding the new standard of field service scheduling with IFS

“IFS Planning and Scheduling Optimization solution allows us to optimize the workforce and to utilize the skills, training, and qualifications they have in a much better way.”

Chris Stille

Organizational and Operations Readiness Manager



[Watch the video](#)

On average, utility organizations who use IFS' AI-powered Planning and Scheduling Optimization (PSO) achieve:



8.75%

reduction in travel distance



16.6%

increase in jobs per day



40%

reduction in travel time

[Calculate how much you could save with IFS PSO](#)

Ready to take your Field Workforce Optimization to the next level?

Organizations using IFS Planning, Scheduling and Optimization achieve a 35% increase in technician productivity and a 16% improvement in SLA compliance.

See how it can help you address your operational challenges.

[Read the full benchmarking report](#)

About IFS

IFS is the world's leading provider of Industrial AI and enterprise software for hard-core businesses that make, service and power the planet. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector.

Learn more about how our enterprise software solutions can help your business today at ifs.com.