

Field Workforce Management for Utilities

Unlocking Higher Performance Across Every Crew



Where Workforce Capacity is Being Lost:



Hiring isn't keeping pace with demand

62% of leaders report hiring as challenging or extremely challenging, as demand for skilled workers continues to outpace supply.



Critical knowledge is leaving the workforce

52% of organizations expect up to 25% of frontline workforce to retire within five years, taking essential skills and experience with them.



Existing capacity is lost to operational friction

Productive time is wasted on manual processes, travel inefficiencies, repeat visits, and limited coordination across systems and teams.

Meeting growing energy demand requires protecting workforce capacity, improving service reliability, and controlling costs through smarter planning, coordination, and execution.



The Essential Capabilities for Modern Field Operations

Plan Dynamically

Scheduling optimization:

Continuously re-balance work based on skills, location, priorities, and disruption.

Routing & travel optimization:

Reduce travel time, eliminate duplicate visits, and reduce fuel consumption and emissions.

Coordinate Effectively

Intelligent dispatch & coordination:

Exception-based dispatching that highlights risk and automates routine decisions, allowing lean teams to manage higher volumes.

Execute Right the First Time

Parts and inventory coordination:

Ensure technicians arrive with correct parts by aligning work orders, van stock, warehouse inventory, and supply chain availability.

Admin, reporting & smart workflows:

Enable same-day work closure with automated capture and guided workflows that reduce paperwork and prevent errors.

Field execution & real-time support:

Provide complete job context and fast expert remote assistance at the point of work to improve first-time resolution for every technician.

Powered by Industrial AI that works:

Guide decisions in real time

Automate routine work

Capture and scale critical knowledge

Continuously optimize as conditions change

“IFS, MWM (Mobile Workforce Management), PSO (Planning and Scheduling Optimization) allow us to optimize the workforce and to utilize the skills, training, and qualifications that they have in a much better way.”

Chris Stille

Organizational and Operations Readiness Manager



Why Utilities Choose IFS for Field Operations



up to 33%
better technician utilization



20-35%
travel reduction



16.6%
increase in jobs per day



One composable platform built to protect workforce capacity

Combine best-of-breed Planning and Scheduling Optimization, mobile execution, asset management and more, so you can deploy what you need today and expand over time without disrupting operations.



Integrated across your operations

Connect with core systems to coordinate work and improve visibility across assets, crews and workflows.



Contextual AI embedded in existing workflows

Optimize schedules, guide decisions and automate routine work, without new systems, training or data science resources.



Built for real utility field operations

Manage daily maintenance, emergency response, contractor coordination, regulatory compliance, and more within live operational workflows.



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 assess workforce capacity, identify where it's being lost, and build a stronger case for field workforce modernization.

[Get the guide](#)