

# Field Workforce Management for Utilities

Meeting Growing Energy Demand Without Compromising Reliability



## Why Utilities Are Under Pressure

<p><b>Demand growth is surpassing expectations</b></p> <p>Peak electricity demand is projected to grow <b>26% by 2035</b>, driven by industrial electrification, expanding data center demand and rising commercial and household consumption.</p>	<p><b>Competing priorities create constant trade-offs</b></p> <p>Emergency response, planned maintenance, capital programs, interconnection requests, and customer commitments all compete for the limited operational capacity.</p>	<p><b>Existing operating models are under strain</b></p> <p>Manual processes, static planning, siloed data and fragmented systems designed for predictable demand cannot handle today's growing volume and volatility.</p>
--	--	--

Meeting rising energy demands requires smarter coordination, faster decisions, dynamic prioritization, and end-to-end visibility.



## The Essential Capabilities for Managing Rising Demand

Forecast and Model			
<p><b>Scenario modeling &amp; what-if analysis:</b></p> <p>Stress-test capacity and service levels against expected demand growth and major events.</p>	<p><b>Multi-horizon planning:</b></p> <p>Align operational, tactical, and strategic planning horizons.</p>		
Balance and Prioritize			
<p><b>Planning &amp; scheduling optimization:</b></p> <p>Balance capital, maintenance, and emergency work in real time as conditions change.</p>	<p><b>Demand-aware dispatch &amp; prioritization:</b></p> <p>Optimize work across competing objectives while enabling exception-based coordination.</p>	<p><b>Unified operational visibility:</b></p> <p>Provide a real-time view of assets, crews, work orders, and risks across the network.</p>	
Deliver Reliably at Scale			
<p><b>Intelligent dispatch &amp; coordination:</b></p> <p>Exception-based dispatching that highlights risk and automates routine decisions, allowing lean teams to manage higher volumes.</p>			
Powered by Industrial AI that works:			
<p>Balance competing priorities in real time</p>	<p>Model capacity scenarios before committing</p>	<p>Forecast demand and anticipate resource needs</p>	<p>Continuously learn from execution outcomes</p>



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](#)

“Working in partnership with IFS over several years has produced significant gains in utilization, efficiency and end user experience.”

**IT Director**  
Energy & Utilities

## Why Utilities Choose IFS for Field Operations

<p><b>73%</b> Increase in work order volume</p>	<p><b>8.75%</b> Reduction in travel distance</p>	<p><b>up to 76%</b> drop in average cost per job</p>
<p><b>One composable platform that scales as demand grows</b></p> <p>Combine best-of-breed <u>Planning and Scheduling Optimization</u>, dispatch, asset management and project coordination on one platform, helping utilities scale without replacing systems or adding complexity.</p>	<p><b>Multi-horizon planning for stronger execution</b></p> <p>Align operational dispatch, tactical scheduling and strategic capacity planning so decisions translate directly to field execution without coordination gaps.</p>	
<p><b>Contextual AI embedded in existing workflows</b></p> <p>Forecast demand, model capacity scenarios and dynamically prioritize work without new systems or training.</p>	<p><b>Built for utility-scale complexity</b></p> <p>Designed around how utilities manage volume and volatility, from capital projects and maintenance backlogs to customer commitments and regulatory service standards.</p>	



## Take the next step:

See how leading utilities are assessing scalability, balancing competing priorities, and building the case for modern field operations.

[Get the guide](#)