

ClickSoftware

Making Service Click

ClickSoftware

for Electric Utilities

Utilities



ClickSoftware for Electric Utilities

From a workforce perspective, few industries are as complex as electric utilities. Everyday tasks range from simple meter reading to long-term infrastructure work, unexpected emergencies are inevitable, and customers range from homeowners to municipalities with contracted minimum service guarantees.

When it comes to crew management, a single absence can create havoc for dispatchers, who must locate additional, appropriate resources if deadlines are to be met.

As a result, a number of critical factors in field workforce management must be considered on a daily basis – ensuring that enough workers, with the right skills, are in the right place at the right time, and that crews are properly equipped and staffed to meet assigned workloads. Failure to do so can have a significant impact on costs, revenues, service levels and regulatory compliance.

For example, without enough field resources to accomplish specific tasks, utilities have to do whatever it takes to increase worker capacity – through subcontractors, overtime, or a combination of both. And if jobs aren't intelligently scheduled on a daily, weekly, and long-term basis, engineer efficiency drops, and costs rise.

What's needed is a service optimization solution that takes into account the special requirements and demands of electric utilities – across all generation, transmission and distribution activities, as well as the ongoing creation and maintenance of infrastructure.

That solution is available now.



ClickSoftware for Electric Utilities Solution

ClickSoftware for Electric Utilities is based on years of experience delivering optimized field service solutions for electric utilities around the world. Our depth of experience with electric utilities addresses the complex nature of the industry. With this solution, electric utilities can:

- **Reduce service operation costs** – ClickSoftware's workforce planning capabilities help to control the cost of overtime, travel, and subcontractor labor. It enables higher resource utilization by providing an optimal schedule that appropriately addresses business constraints and objectives, and adjusts to meet inevitable changes in business focus.
- **Perform required maintenance in a timely manner** – ClickSoftware helps balance planned maintenance with urgent, "break/fix" requests and emergencies by taking advantage of all the business resources available within a single, centralized schedule. As priorities shift, ClickSchedule instantly updates the schedule, resolving conflicts and escalating priorities to ensure that it represents business goals.
- **Reduce response time for urgent jobs** – Because ClickSoftware for Electric Utilities provides full visibility of engineer skills and locations, the solution can automatically select the nearest one with the appropriate skills. It considers everything about a job's current schedule, resource capability and availability, and provides immediate access to availability scheduling of the most appropriate resource(s).
- **Ensure regulatory compliance about energy reliability** – Optimized scheduling ensures resources are available when needed, while routing addresses urgency management.

No other field service solution addresses the complexity inherent in the electric utilities industry – or has the same breadth and depth of specific utility experience. With ClickSoftware for Electric Utilities, routine tasks and maintenance, long-term infrastructure work and emergency response are all managed in a way that keeps operational costs low and service at contracted levels.

ElectricUtilities

ClickSchedule for Electric Utilities Features

- Automatic scheduling of the right resource at the right time, based on skills and relative proficiency, service level agreements, drive time, availability and other business-oriented factors
- Full scale optimization, including appointment booking, schedule updates, task insert, and on-line and off-line optimization
- The ability to combine, in a single environment, a schedule that includes anything from simple short tasks to multi-day, multi-staged jobs that require multiple resources
- Accurate demand forecasting, which leads to more effective resource planning and efficient scheduling
- Capacity planning that ensures the organization has just enough resources with the right skills at the right place and time to provide maximal demand coverage and resource utilization at minimal cost
- Crew allocation and management capabilities that aggregate individual resources into a time-phased crew that becomes the scheduled entity
- Business intelligence, including operational reports, real-time dashboards and automated alerts, and trend analysis
- Integration with mobile devices for real-time monitoring of actual schedules with "jeopardy" and "delay" alerts
- Scheduling of work to contractors (mega resources)
- Support for location-based services

Benefits of the Packaged Offering

- Align the service operation with established industry best practices
- Reduce implementation risks and uncertainty by utilizing ClickSoftware's domain expertise and experience with electric utilities
- Reduce time and cost to implement



Benefits of Optimization

Operational Cost Reductions:

- Create reliable forecasting, which leads to more effective resource capacity planning and more efficient scheduling
- Improve overall control and visibility of workload and capacity
- Optimize workforce planning by determining best deployment strategies
- Reduce costs through decreased time spent scheduling, improved resource productivity, reduced mileage and overtime, and optimal use of subcontractors

Increased Service Levels:

- Utilize multi-level resource capacity planning to resolve workforce shortages and surpluses weeks or months in advance
- Create shift rosters days, weeks, even months in advance, and recalculate them dynamically based on last-minute input

Increased Productivity:

- Employ location-based services that increase field workforce utilization, reduce scheduling and dispatcher labor, help eliminate loss, penalties and liabilities, and improve customer service

ClickSoftware for Electric Utilities enables planning and scheduling that accounts for a wide range of industry-specific work types within a single, centralized scheduling application, including:

- Meter Operations
- Meter Reading
- Maintenance
- Emergencies
- Construction Work

About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time

decision making, incorporating scheduling, mobility and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.

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