

ClickSoftware

Making Service Click

ClickSoftware

for Water Utilities

Utilities



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There are a lot of things water utilities know about their businesses. They know, for example, what their territories are and who their customers are. They also know the upper limits of revenues possible in those territories with those customers. At the same time, water utilities are facing ever-mounting challenges associated with water conservation and environmental regulations, updating and/or replacing aging infrastructure, even ensuring water quality and purity as a measure of national security in some countries.

With revenue potential more or less capped, water utilities are under significant pressure to be efficient in service operations, doing more with the existing workforce to meet operational targets and maximize profits.

Whether field service technicians are doing meter reading, meter operations, network and infrastructure work, water treatment, waste water, etc., efficient scheduling of workers to tasks can have an important bottom line impact.

Unfortunately, many of the technology solutions available to help service organizations optimize scheduling efficiency carry with them significant risk associated with the implementation lifecycle.

Not anymore.



ClickSoftware for Water Utilities Solution

ClickSoftware's packaged offering for water utilities draws on our depth of experience in serving water utility customers around the world. The result is an out-of-the-box solution, preconfigured with industry best practices, designed to minimize the time, cost and risk associated with optimization technology implementations.

Offering fully automated optimization, ClickSoftware for Water Utilities helps service managers ensure all scheduling decisions are consistent with service policy while minimizing the need for human intervention.

WaterUtilities

In building the optimized schedule, this packaged solution takes into account technician location and skill set, customer location and service level agreement, equipment needed, time to complete the job, and a host of other considerations—all of which impact how optimal the ultimate schedule is. The optimization is further enhanced by the incorporation of street-level routing, which facilitates minimized travel time and cost.



Benefits of the Packaged Offering

- Align the service operation with established industry best practices
- Reduce risk associated with implementation
 - Reduced time to implement
 - Reduced cost to implement

Benefits of Optimization

- Improve Overall Control and Visibility
 - Apply consistent scheduling policies throughout the organization
 - Centralize scheduling and dispatching operations
- Reduce Costs
 - Decrease time spent on scheduling
 - Improve resource productivity
 - Reduce mileage
 - Reduce overtime
 - Make optimal use of subcontractors
 - Eliminate penalties due to missed service level agreements
- Service more customers every week
- Improve customer loyalty
- Promise reliable, narrow appointment windows
- Achieve regulatory and environmental compliance
- Fast and accurate response to emergencies
- Support future projects and growth plans



About ClickSoftware

ClickSoftware (NasdaqSC:CKSW) is the leading provider of workforce and service optimization solutions that maximize workforce productivity and customer satisfaction while minimizing operation costs. ClickSoftware's ServiceOptimization Suite provides an integrated, intelligent solution for automatic, efficient, and effective decisions over the entire service decision making chain. The suite enables reliable customer demand and workload forecasting; strategic and tactical capacity planning; optimized shift planning, daily service scheduling; troubleshooting and repair support; wireless workforce management; and business analytics that connect all organizational levels and functions.

ClickSoftware customers represent a cross-section of industry leaders in the utilities, telecommunications, computer and office equipment, industrial equipment, medical equipment, building automation, and home service sectors. Close to 100 customers around the world have implemented ClickSoftware service optimization solutions to achieve an optimal level of field service.

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