OptiServe - Optimizing Field Services

Harnessing the power of Optimization and Real Time Scheduling

Optimizing Complex Supply Chains using Cloud Based Integrated

Supply Chain Planning and Optimization Suite

Field service industry is at its inflection point. Mobile technologies with real time tracking and access to social media like facebook and twitter are transforming the way customers are served. Serving the customer in the best possible manner has become the mantra for survival.

In most of the companies, planning for field services are still done in spreadsheets. With spiraling fuel prices and manpower costs, there is a growing need to minimize the cost to serve and maximize the tickets served.

Most of the existing solutions in the market are good for real time ticket scheduling. Although these solutions schedule tickets on the go, they fail to consider all the existing tickets in the system holistically and optimize the route and thereby missing the opportunity to add 20% - 40% to the bottom-line.

Saddlepoint's OptiServe addresses this gap and harnesses the power of both Optimization and Real Time Scheduling. It's advanced Optimization algorithms finds the cost optimal routes and keeps adjusting it real time based on newer tickets and real time updates from the field service staff.

OptiServe is designed for speed and versatility. It packs a punch by combining the power of advanced optimization algorithms and real time scheduling. It tops it up with real time integration with field service app and Oracle e-Business Suite.

OptiServe comes with pre-configured adapters for connecting to Oracle eBusiness Suite and transferring data real time.

Its highly interactive mobile app creates a visually appealing platform for all field service related activities.

There are a host of visualization reports like planned route vs actual route, load distribution on a Gantt chart, active vs idle time etc. that makes field service planning simple and intuitive.
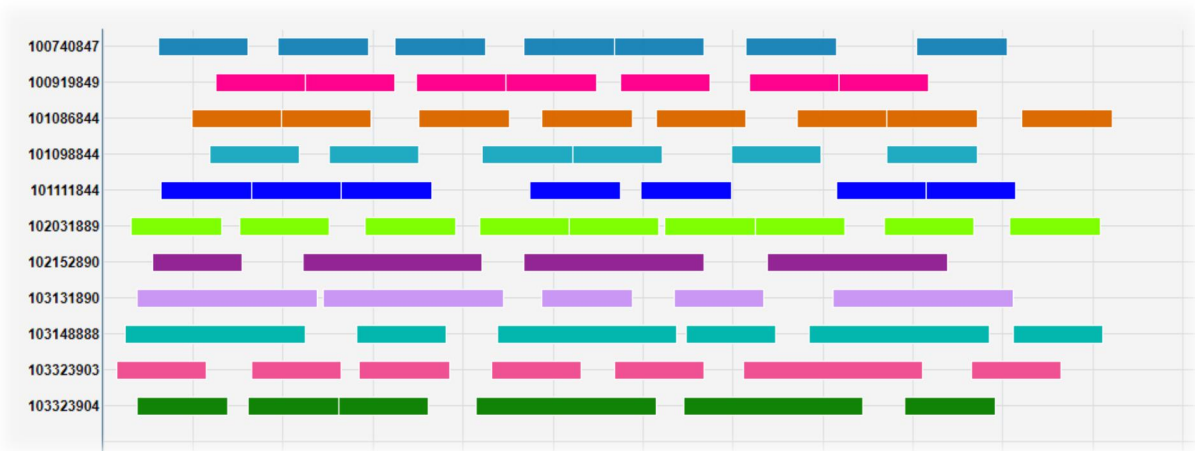
Features:

- Maximize the number of tickets served by adhering to the constraints
- Multi-objective criteria for minimizing distance (fuel cost), time (manpower cost) or a combination of both
- Service tasks with different skill-set and priorities
- Technicians with multiple skill-sets and skill-set levels
- Planning for multiple shifts with real time adjustments based on new tickets and real time updates from the field
- Multiple task prioritization techniques available
- Travel time based on real time traffic information
- Planning with checks for spare parts availability and tools availability
- Planning by considering personal tasks, vacation, training time etc. of the technician
- Parameter for Uniform loading of resources
- Parameter for Minimizing the start time of tasks
- Ability to route the technician to his home base or treat the last task as the end base
- Geo fencing for Technician

Optimizing field services for one of the largest Telecom companies of the world.

One of the largest telecom companies in the world was grappling with the challenge of manually planning for 10,000 tickets/day. An army of dispatchers literally used to burn midnight oil to ensure that the plan is created manually by the time the technician's shift starts.

Saddle Point was called to solve this particular problem and with the help of OptiServe, it could bring the planning time from the usual 5 hours to a few minutes. From a typical 4 tickets served/day/technician, the number shot up to 7 tickets served/day/technician, a jump of a staggering 75%. Its integrated mobile app, kept the plan relevant by sending real time updates on the status of the task, location of the technician and generated predictive alerts in-case of an anomaly. The real time scheduler ensured that any new tickets are immediately planned in the best possible way by adhering to the constraints.