

SAP Solution Brief

SAP Business Suite

SAP Workforce Scheduling and
Optimization by ClickSoftware

Objectives

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Benefits

Quick Facts



**Proactively Manage Your Field
Workforce in Real Time**



The Best-Run Businesses Run SAP™

The flexibility you need to improve field service performance

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When it comes to managing your field workforce, flexibility is the key to best practices. Circumstances can change in an instant, and you need to be ready for any contingency at any time. To meet this challenge, you need to constantly **monitor events in the field** and make adjustments regarding schedules and resources at a moment's notice.

But with traditional scheduling and workforce management software, it can take a long time to make adjustments – far too long to keep up with the pace of activities in the field. And what about the visibility required to see the problem in the first place? What if you could make a quick schedule adjustment on the fly – based on real-time knowledge that your service technician is stuck in traffic and will be late to the next appointment?

What's needed is a way to continuously track the location of your field resources, automatically update the schedule based on this information, and communicate with customers to keep them in the loop and always satisfied. This is what you get with real-time functionality of the SAP® Workforce Scheduling and Optimization application by ClickSoftware.



Enable mobile access to critical information

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Know where your technicians are

Empower your customers with self-service

SAP Workforce Scheduling and Optimization enables you to respond in real time to any event in the field to automatically produce better schedules. It all starts with a powerful mobile app supported by Sybase® Unwired Platform – which enables a high degree of flexibility for managing a wide range of devices and platforms such as the iPad, iPhone, Windows Mobile, Android, and more.

This application puts critical information at the fingertips of your field workforce. With instant access to job ticket information, your people in the field can accept or reject job dispatches, view service history, record work performed, and report working hours. They can also manage spare parts, capture equipment data, print invoices, and accept signatures for proof of service when the job is done. These features reduce manual paperwork and increase efficiency in the field.



Your service technicians are mobile. Shouldn't your service processes be mobile too?



Enable mobile access to critical information

Know where your technicians are

Empower your customers with self-service

Location functionality in SAP Workforce Scheduling and Optimization uses a powerful geographic information system (GIS) infrastructure to capture the location of your people in the field – as well as their vehicles. This enables dispatchers and service managers to see the current location of the entire mobile workforce at one time – for schedule efficiency and safety reasons alike.

The software also integrates real-time location data with the schedule to make automated, up-to-the minute updates of arrival times, completion times, and more. This automation eliminates human error – which can often throw schedules into disarray. For example, if the software determines that a field resource is in closer proximity to a customer in need of help, it automatically adjusts the schedule. In the end, this helps you more effectively manage the contingencies of field workforce scheduling.



Updating schedules can be time-consuming, error-prone work. Why not automate that task with integrated GIS technology?



Empower your customers with self-service

Enable mobile access to critical information

Know where your technicians are

Empower your customers with self-service

The contact functionality enables your customers to book, update, or cancel appointments online. You can send electronic reminders, appointment confirmations, and updates via text message, e-mail, or voice mail according to user-defined preferences.

Integrated with Facebook, the software gives your customers a strong sense of participation in the work order lifecycle, helping you reinforce the message that your organization is doing everything within its power to deliver superior customer service.

When it comes to service appointments, your customers crave accountability. Let them know what's happening – in real time.



The real benefits of real-time information

The real benefits of real-time information

SAP Workforce Scheduling and Optimization helps you deliver real-time information to your field workforce. It enables you to track technician progress and automatically integrate related information into an always up-to-date schedule that reflects realities on the ground. By minimizing paper-based processes, you can reduce administrative costs. And by vastly improving technician productivity, you'll cut operational cost as well.

What's more, SAP Workforce Scheduling and Optimization empowers your customers to make decisions and stay constantly in the loop regarding any changes in circumstances. You'll more effectively manage expectations and avoid the surprises that adversely impact customer relationships. In short, the software allows you to maintain the highest levels of service delivery and customer satisfaction.

Better, more efficient field service operations are within your reach.





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Summary

With real-time functionality within the SAP® Workforce Scheduling and Optimization application by ClickSoftware, you can vastly improve visibility and control for your field service operations. Empower your field technicians and streamline field service processes with mobile access to critical information. And satisfy your customers with communication that keeps them in the loop.

Objectives

- Keep pace with changing conditions in the field
- Update schedules in real time
- Empower your field workforce with access to real-time information
- Maintain positive customer relationships

Solution

- Mobile app that enables access to critical information to help field technicians do their jobs
- Location functionality that can make intelligent scheduling decisions based on resource location
- Contact functionality that allows customers to book appointments online and receive status updates

Benefits

- Reduce administrative and operational costs with automation
- Improve field service productivity with mobile access to information
- Improve customer satisfaction with status updates and timely communication

Learn more

To find out more, call your SAP representative today or visit us online at www.sap.com/solutions/solutionextensions/index.epx.

