

EBOOK

Intelligent field service management

The complete solution for organisations
with field-based operations



Your intelligent field service

Solutions to optimise efficiency and delight customers

Advanced provides solutions to field-based service organisations in sectors including facilities management, health and social care, housing, local and central government, retail and utilities.

Our solutions enable intelligent field service management through our core solutions: Work Hub, Dynamic Resource Scheduler (DRS), Job Manager and InfoSuite. The software spans the complete field service lifecycle from planning and scheduling to service delivery, and performance management to continual improvement.

It enables your field-based service organisations to manage its end-to-end service processes and to seamlessly link workers with central functions; it provides you with measurable value that optimises efficiency and delights your customers.



Increase productivity

Always align the right people with the right skills and equipment to the right activity while minimising travel time and maximising the number of tasks you can complete each day.



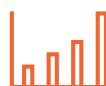
Improve customer service

Ensure that customer commitments are always met - whether a single appointment or an SLA - and increase the likelihood that you deliver the task you promised, on-time, first time, every time.



Reduce costs

Optimise resource utilisation, ensure more tasks are completed first time and significantly reduce unproductive activities, such as travel, no-access visits and paperwork.



More effective management

Understand operational performance and areas for continuous improvement with comprehensive, real-time visibility and analysis of your field-based operations.

Work Hub



Smart, seamless work management

Harness the full power of dynamic scheduling and mobile working with agile, intelligent work management to increase workforce productivity and ensure more effective service delivery.

Work Hub unites your back-office team, mobile workforce and customers. It provides a simplified, seamless and stable management of the end-to-end work for your organisation, from the creation of work and scheduling to allocation and deployment.



Holistic work management

Optimise your workforce, reduce costs and meet your customer commitments by defining your work and available resources to ensure that every variation is taken into account when scheduling tasks.



Frictionless processes

Work Hub simplifies processes and drives greater levels of automation by acting as the focal point for work management and removing the need to manage different parts of the process in different systems.



Agile and intelligent working

Work smarter by defining how each work item should be managed, then continually monitor and refine it in an agile way.



A single work hub

Managers can spot trends in changing demands by instantly understanding the nature and type of work being performed at any time, more effectively aligning the workforce to the demands of your organisation.

Dynamic Resource Scheduling



Intelligent field-based services

A complete solution to plan, schedule and manage field-based activities to help you increase productivity, reduce costs and deliver a more customer-centric service.

Dynamic Resource Scheduling (DRS) enables planners and managers to align the right resources to the right tasks while adapting to changes as they occur throughout the working day.



Plan and schedule

Define your work and resources to ensure every variation of allocation is taken into account when scheduling tasks, so you optimise your workforce, reduce costs and meet your customer commitments.



Analyse and improve

Actionable, real-time insight helps you understand every dimension of your operations - and act - by showing how changes in appointment setting, customer demand and geographic elements are affecting performance.



Manage and respond

Real-time visibility of task progress and exceptions (such as overruns, delays or emergency tasks) ensures optimum operational efficiency by enabling you to take all the changing challenges of the emerging day in your stride.



Intelligent appointments

DRS analyses the schedule and takes into account workloads and locations to present the most cost-effective time slots for the customer at the first point of contact, whether online, in the contact centre, or in person.

Job Manager



Connecting the field workforce

An intuitive mobile application which streamlines processes between field workers and office managers to make their jobs easier, improve your productivity and enhance the service your organisation provides to customers.

Job Manager is seamlessly integrated into DRS and your business applications to create a field workforce that is truly connected regardless of their location, enabling work to be allocated, tracked and updated in real-time.



Automatic and dynamic allocation

Scheduled workloads can be automatically allocated to field workers, or single jobs can be dynamically allocated as the need arises, and sent via the field worker's mobile device.



Streamlined work

Order parts, make follow-up appointments and capture data directly from mobile worker devices to office- or cloud-based systems.



Real-time tracking

Field-based activity updates and worker location data combine to provide managers with live visibility on the progress of each task and project, so they can identify issues early and take action immediately.



Empowered field workers

Field workers are more informed about jobs with remote access to knowledge bases and technical documents; they can complete HR tasks from the field and make follow-up appointments while in front of the customer.



Reduced admin

Reduce paperwork and repetitive admin, such as form submission and re-keying of information, with real-time, electronic information exchange from field to office.

InfoSuite



Actionable insight

Using data gathered through DRS and Job Manager, managers gain better understanding of performance to identify areas for continuous improvement.

InfoSuite is a cloud-based reporting dashboard application which delivers real-time business intelligence about every dimension of your operations. It integrates with DRS and Job Manager, as well as third-party systems, to provide valuable, actionable insight into performance against SLAs and strategic objectives, helping you identify inefficiencies and take immediate action.



Rapid operational insight

Gain an immediate, comprehensive picture of operational performance, including tasks completed against schedule and work performed by individuals, along with a full breakdown of each task, to understand achievement against goals.



Future resource alignment

Resource planning is made easier thanks to insight into demand and how this matches staff skills, location and availability, as well as the impact of any misalignment on operational costs.



Accurate cost analysis

See up-to-date breakdowns on workforce productivity, equipment utilisation and travel costs, plus precise insight into the cost of performing individual tasks and executing larger projects. InfoSuite also shows you the financial impact of not using the best appointment slots.



Customer service performance tracking

Track the performance against customer commitments and expectations, including the proportion of appointments kept, achievement against SLAs and the number of tasks completed right first time.

Operative On Way



Alert your customers with live ETA

Operative on Way, a component of Advanced's Field Service Management solution, is a real-time messaging and mapping service which alerts customers when their operative expects to arrive at their premises.

Operative On Way technology provides a two-way communication in real-time between the operative and the customer, meaning service providers can increase the likelihood that the visit will go ahead safely or to dynamically reschedule. With customers accessing real-time information such as the operative's route with live ETA's, they are able to adequately prepare in advance, driving a higher level of customer satisfaction.



Reduce no access rates

Greatly increases the likelihood that a customer will be present when their operative arrives reducing no-access rates. This can eliminate unnecessary travel time and the associated costs whilst also allowing service provider to dynamically reschedule appointments.



Easy to use application

A modern UX that provides clear information through text message and a visual satellite map, delivering equally impressive ease of use and functionality. Customers also have the ability to refresh the mapping and ETA feature to stay continually informed as the operatives ETA may change at any time.



Improve customer satisfaction

Drives a higher level of customer satisfaction by providing an accurate estimated time of operative arrival. This lets customers manage their day better rather than face unnecessary inconvenience or risking missing their appointment. Another benefit is derived through a potential reduction in dissatisfied customers phoning the call centre to their inconvenience and at the service provider's cost.



Drives organisational efficiency

Operatives can save time, ensure they can commit to delivery other committed services and potentially completing more jobs per day. This can also result in customers getting their service delivery on-time or potentially earlier.

About Advanced



Driving productivity, insight and innovation

We enable our customers to achieve increased efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

As the third largest British software and services company in the UK, we help organisations create the right digital foundations that drive productivity, insight and innovation – all while remaining safe, secure and compliant. Our solutions for both commercial and public sector organisations simplify business challenges and deliver immediate value, positively impacting millions of people's lives.



Journey to the cloud

We have a strong track record in helping our customers' journey to the Cloud. We manage private, public and hybrid Cloud environments as well as deliver sector specific Cloud-based solutions and services. We are certified partners with Amazon Web Services (AWS) and Microsoft, and have achieved the highest levels of accreditations. Our Cloud solutions are used by organisations of all shapes and sizes including Highways England, Performing Rights Society (PRS) and Aspire Furniture.



Field service management

Our field service management software solutions help our customers streamline their service to increase job capacity, reduce overheads and improve customer satisfaction.

More than 40,000 field workers rely on our software to undertake their work every day, and over £20m has been spent in research and development of our product. Our applications can be fully integrated with their existing infrastructure, or rolled-out as independent solutions, with the option of being hosted in the Cloud.



Powering the world of work

Get in touch



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