

Workforce Management Technology

How Does It Impact the Customer?



Workforce Management Technology



- Workforce Management Software
 - Auto-assignment engines
 - Initial assignment
 - In-day assignment
 - Auto-routing engines
 - Benefits To Company
 - High Potential for increased efficiency and lowered cost
 - Ability to create complex routing rules to meet company and customer needs
 - Benefits To Customer
 - Increased efficiency in assignment and routing mean more opportunities to meet customer needs

Workforce Management Technology



- Automated Vehicle Location (AVL)
 - Integrated
 - Less Cost
 - Dispatch functions part of solution
 - Independent
 - More robust
 - Feature rich
 - Benefit To Company
 - Visual representation of workload and resources gives greater ability to manage
 - Benefit To Customer
 - Customer needs can be represented visually which makes them easier to handle

Workforce Management Technology



- GPS
 - Benefits To Company
 - Know the location of resources and equipment
 - Better understand the relationship of location of resource and work that needs to be done
 - Increase responsiveness and safety
 - Benefits To Customer
 - Location based dispatching increases the opportunity for the right resource to get a service order
 - Some WFM software allows location based scheduling which gives the customer more opportunities to get convenient appointments
 - Increased efficiency means better service

Workforce Management Technology



- Hardware
 - Mobile
 - Backoffice

Workforce Management Technology



- Summary
 - Tying it all together
 - Streamlined Workforce
 - Centralized Dispatch