

# The most effective way to manage field-based services

Dynamic Resource Scheduler



# Streamlining processes

## Field-based service

Whatever field-based service your organisation delivers, it needs to streamline processes to improve productivity, enhance customer service and reduce costs.

Advanced enables hundreds of organisations to meet the challenges of field-based service delivery, whether they provide care, installations, fixes, collections, estimates, deliveries or inspections. We do this through Dynamic Resource Scheduler (DRS), a solution that seamlessly blends appointed, planned and responsive work across the field-based workforce to deliver exceptional service for the lowest possible operational cost.

DRS is an all-encompassing solution that enables you to plan, schedule and manage your field-based operation. It optimises the way jobs are allocated to field-based workers and reduces admin and travel overheads, improves customer satisfaction, increases field worker productivity and ensures SLA compliance.



### Plan and schedule

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



### Analyse and improve

Actionable 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 ensures optimum operational efficiency by enabling you to take all the challenges of the emerging day in your stride.

# Planning and scheduling



## Define and optimise

Work planning and scheduling is one of the most critical elements of any field-based organisation; getting it right can significantly increase productivity, reduce costs and deliver a far more customer-centric service.

DRS enables you to leverage our unique expertise in planning and scheduling through powerful, intuitive tools which are fully aligned to the needs of your business.



### Define resources

Define your human resources by different dimensions — such as skills, accreditations and languages spoken — and classify non-human resources (such as vehicles, materials and special equipment). Then, quickly and automatically align the most appropriate resource to the right task using your organisation's defined rules.



### Optimise resources

With multiple tasks, locations and workers, it's impossible to manually consider every permutation. DRS takes all these variables into consideration to determine the best way to distribute work across your team, so you optimise your resources.



### Minimise travel

Develop accurate journey planning with real-life, street-level mapping which includes geographic and urban travel considerations along with up-to-date congestion information.



### Intelligent appointments

DRS analyses the schedule and takes into account workloads and location 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.

# Managing the unexpected



## In control of the emerging day

Work can overrun, employees get delayed in traffic or emergency tasks arise and have to be prioritised. Implementing a truly dynamic resource scheduling solution means you are in control of the unexpected as it occurs during every day.

Unless your planning tool can handle change rapidly, your schedule is ineffective from the moment your day starts. Dynamic scheduling is a key capability of DRS which enable the unexpected to be taken in your stride to ensure that the day continues to operate in the optimal manner.



### Real-time management

Tracking the progress of tasks in real time against your work schedule is enhanced when integrated with Advanced's mobile working application, Job Manager, which automatically updates DRS from the field. This enables managers to quickly see jobs completed, in-progress and outstanding in a visual format.



### Emergency work and exceptions

The ability to dynamically re-plan changes the way you can respond to emergency work and exceptions. No longer is there the need to keep buffer slots — with DRS, emergencies and exceptions are dynamically allocated across the whole field workforce, driving greater productivity and a far more responsive service.



### Dynamic scheduling

DRS enables you to automatically respond to the emerging day. When DRS detects a problem, such as a job overrunning or a no-access visit, the plan is dynamically rescheduled and work is reallocated to ensure that every job is completed in the most efficient way.

# Analysing and improving



## Track every dimension

By tracking every aspect of your field-based work, managers gain valuable insight into changing demands and their impact on efficiency.

A comprehensive range of analytics enables managers to take a step back and truly understand every element of their operation. This insight enables them to review the performance of individuals, how work types are changing, the geographic spread of work and achievements against KPIs. Here are just some of the ways that DRS enables your managers to drive transformational change.



### Track productivity

Track performance against job type and worker. By drilling down into every job or task, managers can spot trends in changing demands to better match workforce to workload. They can identify jobs with a greater risk of overruns and see which workers are most productive against each type of work.



### Calibrate your goals

You can easily change the configuration of DRS to shift focus between revenue, customer satisfaction, field worker satisfaction and operational efficiency. This allows you to continually improve your business performance, as well as quickly adapt to changing organisational commitments.



### Cost by geography

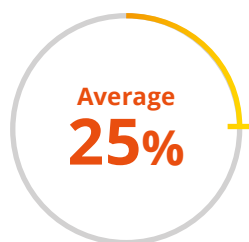
By analysing how work is performed on a geographic basis, managers can understand which locations cost the most to serve. With this insight managers can quickly evaluate geographic realignment of the workforce to improve performance.

## Business benefits



### Improved service with reduced costs

By implementing Advanced's DRS software, your organisation will benefit from truly dynamic resource scheduling that enables improved productivity, customer service and reduced costs — both in the office and in the field.



#### Increased productivity

- > More jobs completed per worker, per day
- > Optimised worker, vehicle and equipment productivity
- > Minimised travel time and admin; maximised worker time onsite



#### Reduced field service overheads

- > Reduced fleet and fuel costs
- > Greater SLA compliance and fewer financial penalties
- > Increased workforce capacity, meaning less overtime/external contractor use



#### Reduced office admin overheads

- > Less time required to plan work and manage customers
- > Less effort required to track, manage and reschedule work during the emerging day
- > Fewer contact centre enquiries, and shorter call durations



#### Increased customer satisfaction

- > More first-time resolutions
- > More customer commitments kept
- > Reduced response times for emergency visits

# 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.

## More information

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