

Complex Jobs Management

Plan and execute work orders for multi-resource, multi-day jobs

Customer Metrics

23%

increase in technician productivity

12%

increase in equipment uptime

20%

increase in customer satisfaction

ServiceMax Annual Customer Survey

Benefits

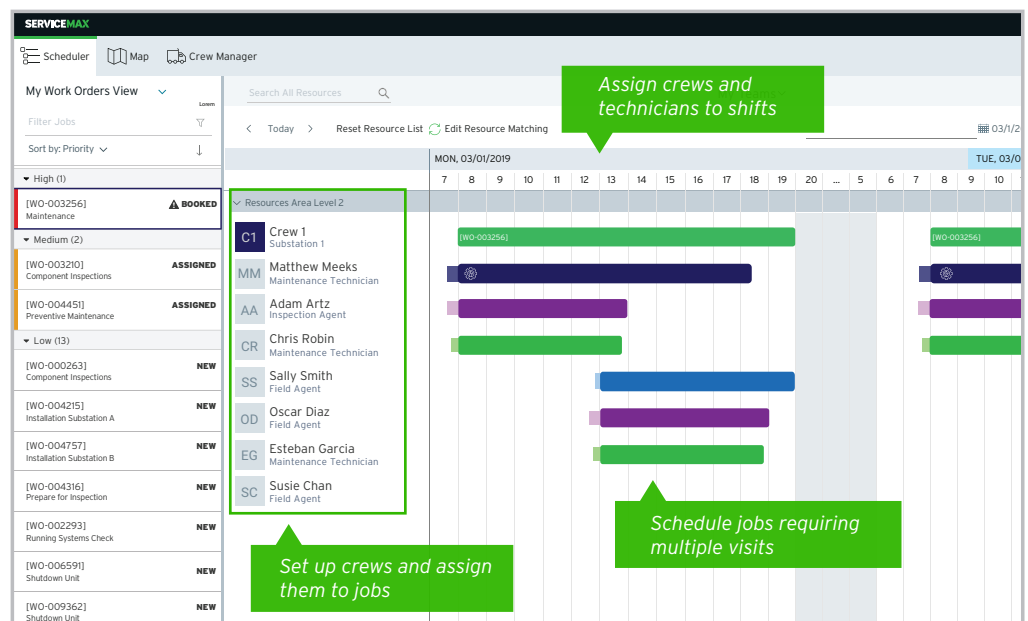
- Increase dispatcher efficiency
- Improve resource utilization
- Increase customer satisfaction
- Meet internal SLAs

Product Highlights

- View personnel and crew availability on a Gantt chart
- Easily create and manage crews
- Choose from more than 30 prebuilt shift templates
- Receive real-time mobile notifications

Not all service jobs are the same. Some jobs require multiple technicians working over several days, often in shifts around the clock. Planning and executing complex jobs increases the pressure on your dispatchers and your service teams alike.

ServiceMax helps dispatchers optimize resource allocation for complex jobs that require careful orchestration of crews. These crews may be working regular hours or in shifts according to a shift plan. Resource availability is visualized on a Gantt chart, taking into account holidays and time off. Crews are instantly scheduled with a simple drag-and-drop for one or many jobs. Your teams will appreciate efficient coordination and your customers – faster execution.



04 Morning shift: Work	11	12	13	14
11 Evening shift: Work	01 Night shift: Work	05 Morning shift: Work	02 Morning shift: Work	
	08 Morning shift: Work	12 Day shift: Work	09 Day shift: Work	
	15 Day shift: Work	18 Evening shift: Work	16 Evening shift: Work	
	22 Night shift: Work		23 Night shift: Work	
04 Morning shift: Work	18	19	20	2
11 Evening shift: Work	01 Night shift: Work	05 Morning shift: Work	02 Morning shift: Work	
	08 Morning shift: Work	12 Day shift: Work	09 Day shift: Work	
	15 Day shift: Work	18 Evening shift: Work	16 Evening shift: Work	
	22 Night shift: Work		23 Night shift: Work	

Set up a shift plan based on templates

SERVICEMAX

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Name ▲

Filter

Sample: 10-day fortnight shift plan

Sample: 12-day shift plan

Sample: 12-day shift plan with 3-on-4-off-3-on-2-off

Sample: 2-day-2-night-4-off shift plan

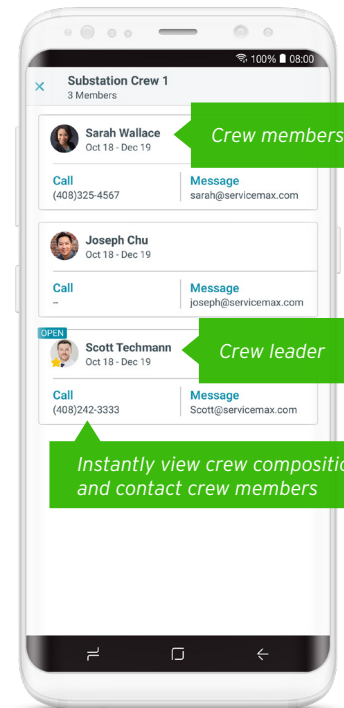
Sample: 20-on-10-off shift plan

Sample: 21-hour day shift plan

Sample: 24*7 shift plan

Sample: 24/48 pattern shift plan

Leverage predefined templates



Features

- Schedule jobs of any length
- Create persistent crews with multiple technicians
- Adjust the time during which crew members stay on a job
- Assign a crew leader to oversee work
- Schedule resources on a crew with simple drag-and-drop
- Create shifts plans from predefined templates
- Create shift rotations for your business needs
- Adjust shifts for seasonality, holidays, and personal time off
- Enable real-time notifications between crew and dispatchers
- View crew details and contact members with a single click on mobile device
- Manage multi-visit jobs as a single entity

Service Transformation with ServiceMax

Complex Jobs Management is a module of ServiceMax, the market-leading software platform for service execution that helps OEMs, service providers, and asset operators to keep equipment up and running - be it in the field, facility, or factory. By doing so, our customers achieve increased revenue, higher productivity, improved customer experience, secure enterprise communication, greater safety and better compliance. We help our customers transform their service execution through a rapid modular deployment approach that we perfected by working with hundreds of enterprises around the globe.

Work Order Management

Real-time Communication

Entitlements

Proactive Maintenance

Parts Management

Complex Jobs

Get your personalized demo today at
servicemax.com/demo