

# Schedule Optimization

Enable automated, continuous and outcomes-based scheduling for any work order and resource

## Customer Metrics

- 22%** | increase in technician utilization
- 23%** | increase in technician productivity
- 14%** | decrease in service cost

*ServiceMax Annual Customer Survey*

## Benefits

- Minimizes unproductive time for dispatchers and technicians
- Improves customer experience with better SLA compliance, and increased First-Time-Fix rates
- Governs scheduling across the service organization by automating and standardizing the scheduling process

## Product Highlights

- Automated scheduling through real-time optimization
- Intelligent Resource Recommendations
- Ranked Appointment Booking

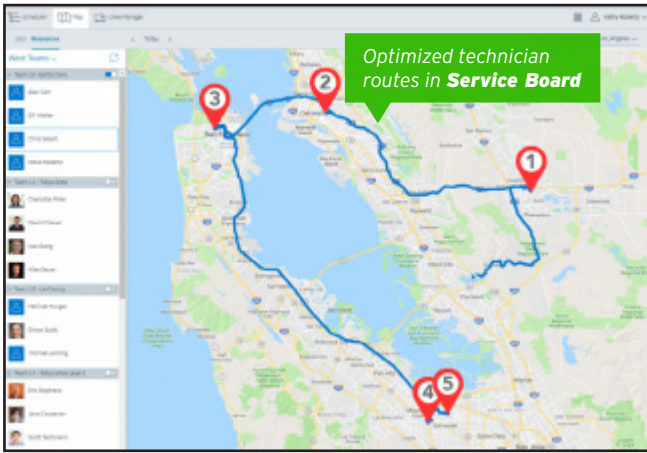
In a service organization, it is the dispatchers' job to get the right technician, parts and information to the right location at the right time. This is all too often a manual process; leveraging only the dispatchers' professional expertise and personal experience. As your business grows, the increasing level of complexity becomes unwieldy. Organizations with a large distributed field workforce operating across multiple territories and dealing with high volumes of work orders cannot rely on dispatchers alone to make the most effective scheduling decisions.

## Maximum resource efficiency for any service demand

Leveraging a sophisticated analytics approach, the ServiceMax module Schedule Optimization creates optimized schedules and routes – automatically, in real time, and based on the services organization's business objectives. It integrates seamlessly with ServiceMax Service Board, Customer Communities, and the mobile app for technicians, ServiceMax Go.

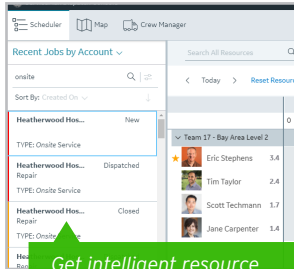
**Technician schedules before...**

**...and after applying Schedule Optimization**



Business Objectives Sliding Scale

View optimization results in prebuilt dashboard



Get intelligent resource recommendations for a work order

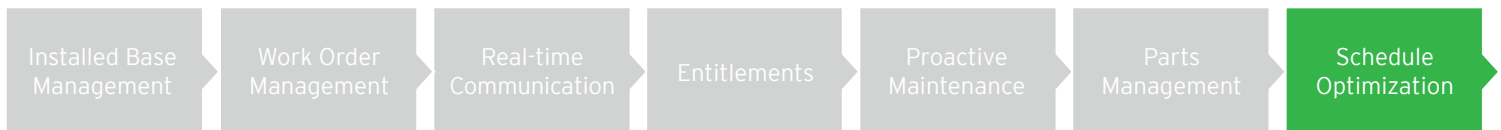


## Features

- Automates and governs the scheduling process for internal and third-party resources in accordance with your business priorities, such as drive time minimization or SLA attainment
- Re-arranges schedules in real time to accommodate changes like new work orders and cancellations
- Processes automated service requests generated from IoT-devices
- Recommends overnight stays for technicians when several consecutive work orders are in the same vicinity
- Supports multi-criteria engineer matching by skill product expertise, eligibility, customer preference
- Provides Street Level Routing and route optimization
- Gets an engineer onsite ASAP through optimization based on the nearest available qualified person and other criteria defined by you
- Recommends open time slots for appointments that are optimized for your organization
- Enables dispatchers to override automated scheduling decisions as needed and to manage exceptions
- Includes prebuilt analytics to show optimization projections for utilization, drive time, SLA and skill violations
- Considers defined time and resource dependencies between work orders for multi-visit jobs
- Prevents changes to scheduled work orders at a predetermined point in time before the job begins

## Service Transformation with ServiceMax

Schedule Optimization 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.



Get your personalized demo today at [servicemax.com/demo](https://servicemax.com/demo)