

## Ventyx Mobility **Ventyx Commander**



Ventyx Commander automates and optimizes service delivery by providing a complete solution for automatic scheduling, dispatch and mobile resource monitoring throughout the work order lifecycle.

### **Improving productivity in the field**

Organizations with field workforces face ongoing challenges when it comes to meeting increasing demands with limited resources. From scheduling and allocating work to the appropriate work crews to dispatching jobs and adjusting work schedules throughout a given day, processes can be extremely slow and inefficient, especially when using paper-based work allocation systems that are manual, error-prone and make ongoing adjustments difficult and time consuming.

To meet the challenges faced by today's businesses, Ventyx has introduced a mobility solution that improves mobile worker productivity, better facilitates the management of mobile workforces, and streamlines business processes.

Ventyx's mobile workforce management solution provides the opportunity to electronically connect mobile workers to their back-office systems.

To make the most of this mobile technology, Ventyx has also built an intelligent scheduling engine that matches work to workers based on an assessment of the work required and the skills and availability of field staff. Scheduled tasks can then be dispatched to the field electronically, via a mobile device, ensuring that workers have all the information they need at their fingertips to get the job done quickly and correctly.

The Ventyx Commander solution automates critical business processes and, quite simply, enables an organization to do more with less.

### **Optimizing work scheduling and dispatch**

Ventyx Commander automates and optimizes service delivery. It provides a complete, real time solution for automatic scheduling, dispatch and mobile resource monitoring.

In a highly dynamic and increasingly mobile environment, it is critical to optimally schedule and manage work done by mobile crews and respond to changing conditions in the field – including booking, scheduling, assigning, rescheduling, and dispatching work. Ventyx's web-based solution enables an enterprise to optimize work allocation and deliver work to the right field service representative by making intelligent scheduling decisions based on a range of factors, including location, route, work type, priority, skills and availability.

Built on mobile-centric best practices, Ventyx Commander is integrated into any enterprise resource planning (ERP) or enterprise asset management (EAM) system to provide immediate access to any type of work, including planned maintenance, corrective maintenance, project work, construction, and reactive maintenance. The solution also provides details about service levels, job status, individuals, rosters, skills, crews, leave, training and location-related information.

## Benefits to your business

Ventyx Commander enables an organization to improve overall service quality and optimize resources while proactively responding to issues in the field before customers are impacted.

The solution allocates the most appropriate available workers to each job, maximizing their efficiency and effectiveness. Electronic dispatch to mobile devices in the field and revisions to scheduled tasks based on real-time field intelligence mean that travel time and downtime are significantly reduced.

Schedulers and dispatchers obtain a complete 360° view of work, schedules, job progress, and resource utilization, enabling quicker resolution of job bottlenecks and faster response and rescheduling times. The solution also removes the need for crews to be in the office or depot at the start and end of each day, allowing the full day to be used for productive work.

Ventyx Commander can be deployed as either a traditional enterprise application behind the organization's firewall, supported and maintained by internal IT resources, or as a fully hosted application maintained and serviced by Ventyx.

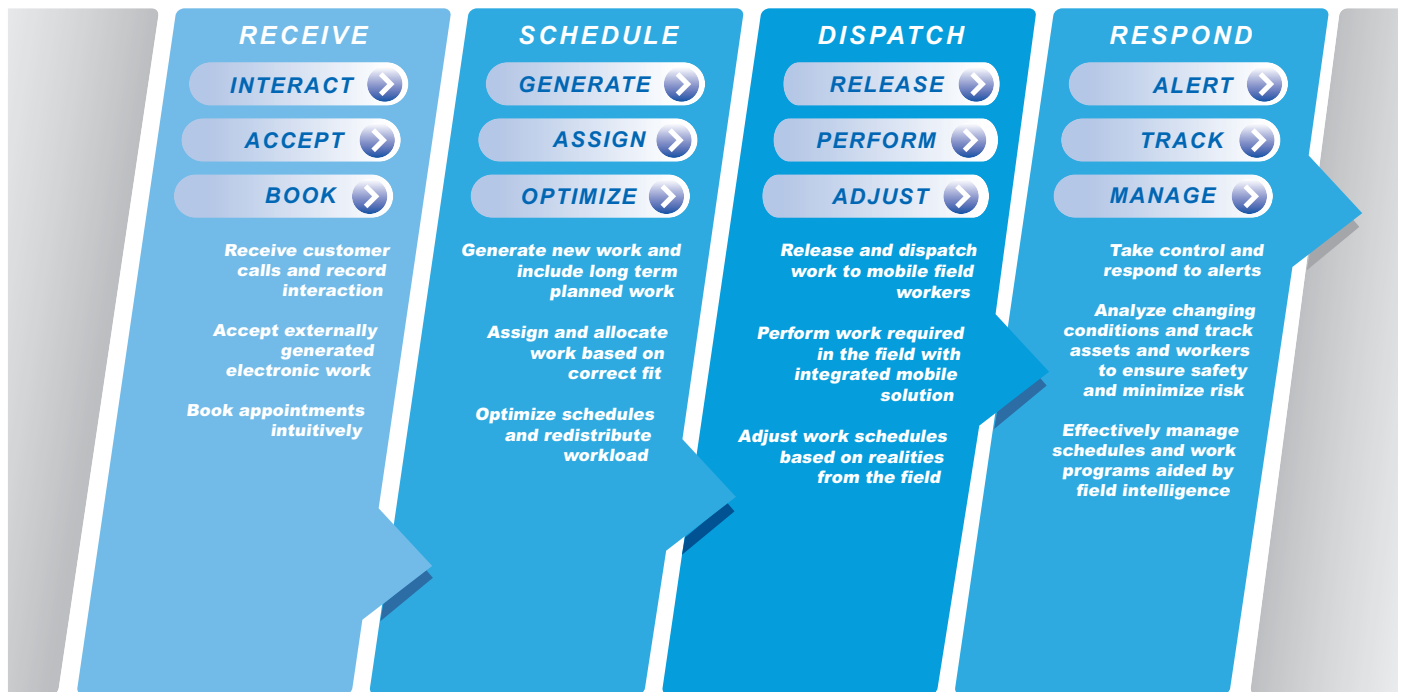
## Ventyx Commander at a glance

The Ventyx Commander solution provides:

- Customer interaction and call logging
- A booking engine to calculate real appointment times
- A real-time scheduling and dispatch engine
- Multiple modes of operation including manual, semi-automatic and automatic
- Out-of-box integration with Ventyx Mobile Worker for real-time field visibility and intelligence about location, time and content
- Optimization of work schedules as information is received from the field, enabling better Service Level Agreement (SLA) management.
- Assignment and dispatch of work to mobile devices
- Integrated street level mapping
- An exception-based alerts dashboard



## The optimal workflow for scheduling and dispatch



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Ventyx, an ABB company, is the world's leading supplier of enterprise software and services for essential industries such as energy, mining, public infrastructure and transportation. Ventyx solutions bridge the gap between information technologies (IT) and operational technologies (OT), enabling clients to make faster, better-informed decisions in both daily operations and long-term planning strategies.

Some of the world's largest private and public enterprises rely on Ventyx solutions to minimize risk, enhance operational and financial performance, and execute the right strategies for the future.

To learn more about Ventyx solutions visit [www.ventyx.com](http://www.ventyx.com) or contact a Ventyx sales representative today.