

Product Overview

Service Suite for Utilities



Ventyx mobile workforce management solutions.

No other mobile workforce management provider knows utility field work like Ventyx. That's why more utilities partner with the Ventyx than any other mobile workforce management provider in the world.

In collaboration with leading utilities around the world, today's Service Suite is designed specifically for the unique challenges of utility field operation teams. Helping them "do more with less", increase customer satisfaction, and proactively maintain assets while reducing costs by working smarter.

- To delight their customers and make smarter choices, field technicians need real-time access to back office systems and a mobile application that works with them
- To manage customer commitments while proactively maintaining aging asset infrastructure, managers need to strike a balance between ensuring must-do work is optimally assigned and intelligently dispatching filler work

Working Smarter

- To maximize productivity, field operations teams need to accurately forecast demand, incorporate contractor workforces, create optimized schedules, and have intuitive, modern mobile applications
- To respond faster to emergencies, dispatchers need solutions that automatically handle routine work so they're free to focus on exceptional events



SERVICE SUITE TOOL SET

FORECASTING WORK DEMAND

Service Suite's unique self-learning Forecasting module enables accurate predictions of future field work demand including the ability to evaluate and apply external factors that influence workload demand.

OPTIMAL SCHEDULING & ROUTING

Throughout the day, Service Suite Scheduling continuously and automatically optimizes the workload, taking into account unexpected events to ensure the most efficient assignments and routes. Configurable parameters allow managers to tailor strategies to different segments of the business. The result is tight schedules with predictable ETAs.

CONFIDENT APPOINTMENT BOOKING

Service Suite Appointment Booking enables CSRs to confidently offer same-day and future appointments knowing commitments will be fulfilled. Whether booked by CSRs or using a self-service portal, booking is fast, easy, and optimized based on configurable business requirements.

EFFECTIVE DISPATCH

Dispatchers have real-time views and control of the entire enterprise - across geographies and across business lines. Continuous optimization frees dispatchers to perform the highest value work: managing emergencies and exceptions.

MOBILITY FOR THE 21ST CENTURY

Service Suite Mobile innovates customer and asset care by transforming the way technicians' process orders. Configurable workflows allow you to create guided, standardized processes for each work type. Simultaneous support of multiple platforms means each technician uses the right device with exactly the tools they need. Real-time access to the back office enables technicians to respond directly to customer requests in the field. The result is empowered customer service.

TOTAL INTERACTIVE CONFIGURABILITY

We don't believe in customization, we believe in configuration. Every Service Suite release furthers our commitment to give clients total flexibility, low project risk, fast deployment, low total cost of ownership, and the power to change their system. From unlimited data fields to configurable interface messages and interactive scheduling parameters, Service Suite accommodates all your work, across all your business lines and geographies.

BUSINESS INTELLIGENCE

Developed specifically for analyzing field operations, Service Suite's business intelligence tools are used by executives, managers, and dispatchers for both real-time and historical information. From the enterprise level to the technician level, Service Suite helps you work smarter by providing insight into what's happening and why.

SIMPLIFIED APPLICATION INTEGRATION

Service Suite offers flexible integration using web services with standard business process-based messaging. As part our drive towards "Total Interactive Configurability", only Service Suite offers the ability to add and edit host integration messages. Through configuration, Service Suite reduces the risk and complexity of integration and provides what you need to connect your business.

The Right Team

Working with the Service Suite Team is about long-term partnership. The Service Suite solution - the software, services and roadmap - has been developed in collaboration with the largest and most progressive group of utilities in the world. Our drive for continuous innovation in all aspects of the solution has kept our clients loyal and committed – many have been with us for decades. This means you can guarantee your success by choosing the team with the industry's deepest expertise.

The Right Software

Service Suite is the last MWFM solution you will buy. Over 100,000 mobile technicians and their dispatchers use Service Suite everyday - the net effect of all their feedback is a comprehensive, intuitive solution proven to increase productivity and reduce costs. Service Suite provides the tools you need to operate and transform a 21st century field force.

Do More With Less

- Designed for utility field work
- Single enterprise solution for all work types
- 10% - 30% more jobs completed per day
- 10% - 40% response time improvement
- 40% fewer customer complaints



www.ventyx.com

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 or contact a Ventyx sales representative today.