



Clevest Mobile Workforce Management

Automate any utility field work activity

Drive greater efficiencies from your field operations, improve responsiveness in the field and in the office, enhance the overall safety of mobile workers and provide consistently higher levels of customer service.

Connect field workers with office supervisors and dispatchers in real-time for informed, actionable decision-making and more efficient field operations. Designed specifically for electric, water and gas utilities, Clevest Mobile Workforce Management (MWFM) unifies

the field and the office on a single, next-generation mobile platform for managing your mobile workers and any type of work they perform—from meter service work, pole inspections and locates to restoring outages and a mass deployment of smart meters. For even greater alignment between the field and office, leverage the fully integrated, utility-specific Clevest AVL solution for a map-based view of the real-time, GPS-based location of vehicles and their relation to your asset infrastructure.



Why Clevest MWFM?

- Highly configurable architecture that significantly shortens the time to launch a production-ready system
- Host interface flexibility allows utilities to control how to configure interfaces between MWFM and their CIS, GIS and OMS systems
- Integration with leading OMS solutions provides dispatchers, managers and supervisors with real-time visibility into outage location and severity
- Enhanced location awareness with an integrated map view of orders, vehicles and workers in relation to the utility's asset infrastructure enables faster decision-making
- Enterprise scheduling optimally assigns work orders to workers with the right skill set at the right time, maximizing the productivity of workers, equipment and resources
- Street level routing with turn-by-turn directions allows mobile workers to complete more jobs by having to drive less
- Highly usable, intuitive, next-generation apps for office and mobile workers allow the utility's workforce to complete more work accurately and efficiently
- Supports multiple mobile devices and operating systems for maximum flexibility and to meet the needs of bring-your-own-device (BYOD) programs

"We're accomplishing far more orders per day in a mobile environment than we were on paper. And as we've seen new opportunities come up, we've been able to cast a wider net and easily expand the Clevest system to handle different types of orders."

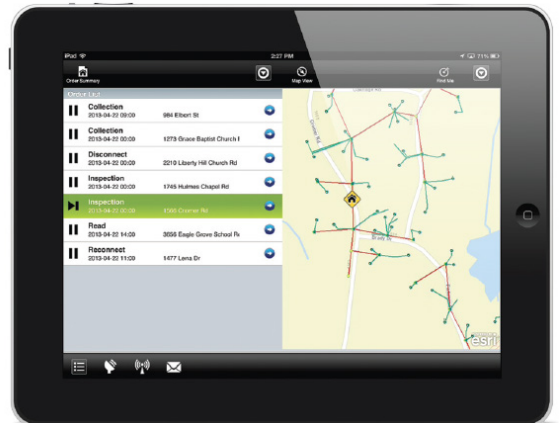
- Doug Wolfe, Group Leader, Application Services, Connexus Energy

Key Benefits of Clevest MWFM

Empower your mobile workforce

Improve productivity with Clevest's intuitive Workbook application that uses maps, screens and best practice workflows to manage hundreds of order types in real-time.

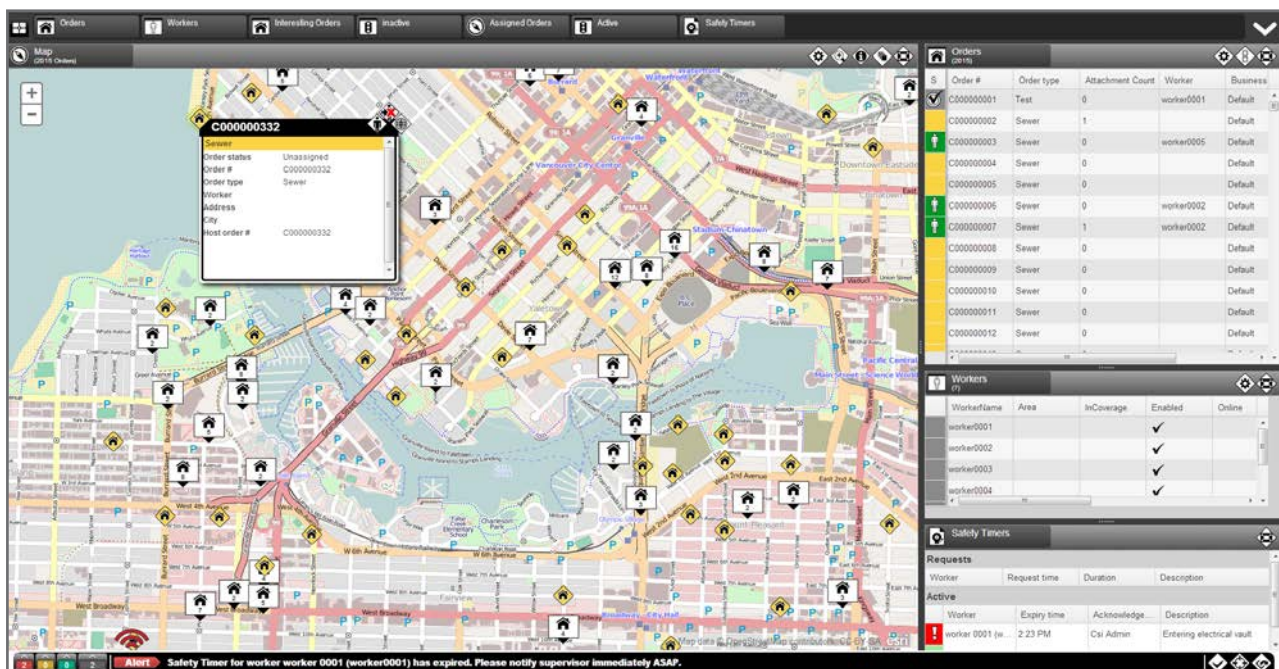
- Improve location awareness to workers, including tracking assets upstream or downstream
- Drive down windshield time while increasing wrench time by downloading orders in the field
- Increase first-time fix rates and minimize lost revenue with data validation in the field
- Provide workers with offline access to maps and routes



Provide office visibility into your field operations

View and manage field operations safely and efficiently with Clevest's user-friendly, quick-to-deploy, browser-based Workspace application for dispatchers and office supervisors.

- Reduce the overhead and administrative costs of manual dispatching and data entry
- Improve operating margins by increasing productivity and completing higher value work
- Enhance customer service by shortening response times to service requests
- Preserve audit trails on all field work for regulatory compliance and customer inquiries
- Increase speed and ease of deployment



Workspace provides an integrated view of map, order details, workers, vehicles, GIS assets, safety timers and alerts for enhanced decision-making

Use one mobile platform for all types of field work

Leverage a single mobile platform to automate and optimize the completion of any field work activity to improve response time and effectiveness.

- Decrease errors in the field
- Increase the accuracy of order completion details
- Improve the overall quality of information in your CIS and GIS systems
- Save costs and eliminate the need for multiple devices
- Lower training time with a single mobile application for any type of work
- Easily meet operational needs, including BYOD programs, with support for handhelds, tablets and laptops as well as multiple operating systems



Support for multiple mobile devices and operating systems as well as support for BYOD programs

Get a single view of all your work, workers and assets

Manage field operations from a single, map-based view that combines your asset infrastructure with your vehicles, workers and the orders they are assigned.

- Make critical decisions and respond to alerts, exceptions and emergencies faster
- Direct the activities of crews more productively and drive up order completion rates
- Improve the safety of lone workers and crews in emergency situations

Build optimal work schedules automatically

Eliminate the time spent manually compiling paper-based schedules and optimize the deployment of your mobile workforce.

- Increase customer satisfaction by providing more reliable appointment times
- Optimally coordinate work, workers, travel time and distance with street level routing capabilities
- Spend less time driving, complete more work and reduce expensive overtime
- Improve responsiveness to new conditions by efficiently rescheduling and rebalancing work
- Cut fuel costs, reduce vehicle wear and tear, and lower emissions by decreasing overall mileage

Interface seamlessly with existing applications and hardware

Automatically share information between enterprise systems and improve the availability of up-to-date information across the organization.

- Optimize business process and drive more informed decision-making
- Simultaneously leverage multiple technology investments
- Independently change APIs to modify information exchange requirements as needed
- Avoid expensive customization to retrofit legacy apps and reduce extensive quality assurance (QA) cycles

Improve worker safety

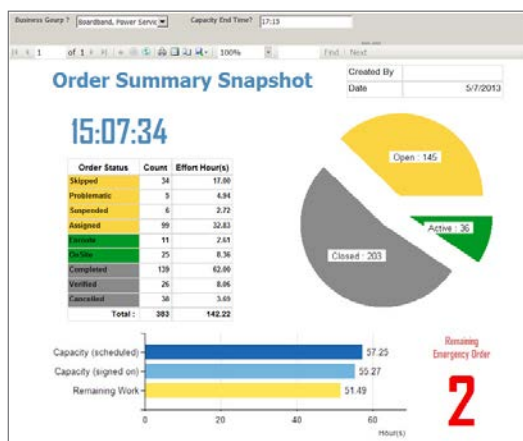
Provide greater situational awareness for office and mobile users with a highly usable alerts dashboard in both WorkSpace and WorkBook.

- Enhance safety in emergency and lone worker situations with safety timers and lone worker alarms
- Better collaborate during restoration efforts with the ability to view nearby vehicles
- Respond effectively to emergencies such as gas leaks with audible alerting and acknowledgement
- Improve operational efficiency with color-coded alerts and notification of only relevant exceptions

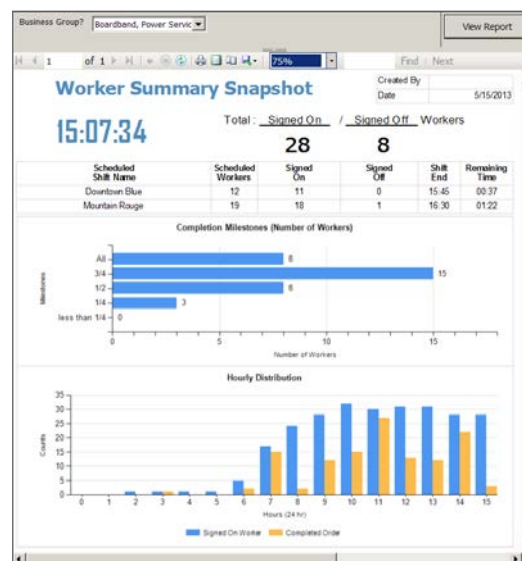
Improve decision-making

Quickly and easily generate actionable intelligence on current and historical field operations data by accessing reporting capabilities without leaving the Clevest MWFM system.

- Optimize crew performance and improve their impact on operating efficiencies and customer satisfaction
- Respond effectively to customer inquiries with accurate and timely data on field activities
- Achieve greater regulatory compliance with time-stamped metrics for SAIDI, CAIDI and SAIFI reports
- Significantly reduce investigation time with post-incident reports on workers or vehicles



Order and worker summary snapshots for actionable intelligence



Clevest provides software for mobile workforce management and smart grid operations exclusively for electric, gas and water utilities. We are specialists at enabling utilities to transform their field operations by rapidly automating and optimizing virtually any field work activity or process to improve response time and effectiveness.

