Clevest Enterprise Scheduling
Assign the right resources to the right job

A component of Clevest Mobile Workforce Management, Clevest Enterprise Scheduling empowers dispatchers and schedulers to optimally assign work to the right crews, at the right time, and at the right location; maximizing the overall productivity of field operations while improving customer satisfaction and regulatory compliance.

Designed specifically for utilities, Clevest Enterprise Scheduling is based on industry best practices to solve real-world challenges inherent with the management of crews with diverse skillsets, spread over large service territories, along with dynamic changes in field operations.

Unlike traditional scheduling systems that are based on predefined rules and parameters, are overreliant on server-based batch processing, and provide no visual feedback to users, Clevest's award-winning user interface and suite of interactive tools brings scheduling out of the back room and onto the desktop of schedulers and dispatchers. The highly flexible scheduling engine supports both overnight batch-processing of routine work as well as an interactive mode, enabling utilities to respond effectively to unplanned and emergency scenarios.

Gantt-style scheduling views, along with shift assignment timeline and crew timeline views, allow users to visualize assigned orders and the results of scheduling runs using Clevest's browser-based WorkSpace office application. The scheduling sandbox lets users perform "what if" simulations, while scenario-based scheduling allows scheduling rules to be defined to handle unique circumstances (such as storms, overtime, outages, and year-end field activities).

Street Level Routing considers the actual road network (such as one-way streets, bridges, rivers and other obstacles on the way) to calculate travel times and directions between orders, ensuring order assignments are based on real travel times and customer commitments are honored.

Key benefits

- **Reduce operational costs** by reducing unnecessary truck rolls, minimizing expensive overtime, and reducing non-productive idle times of your workforce by automatically assigning the right crews, with the right skills, and with the right equipment to a job

- **Improve customer satisfaction** by honoring customer appointments, reducing appointment windows, and avoiding missed appointments by booking appointments with precision based on your workforce's actual capacity and real travel time between customer appointments

- **Optimize productivity** by assigning routine work automatically, freeing up key resources to deal with complex and priority work

- **Get priority orders into the field quickly** with no need to wait for slow overnight batch processes to complete; and use powerful interactive tools to redistribute priority work during the day as needed.

- **Respond effectively to emergencies** with preconfigured scheduling types, using smart algorithms based on real-world operational scenarios, guide dispatchers and schedulers to quickly respond to emergencies (such as large-scale outages and storms)

- **Reduce wasteful travel time** by boosting the productivity of your crews, and minimize travel time, by automatically scheduling work based on actual road network and real travel time between orders for your entire field force

Key capabilities

- **Utility-focused** with preconfigured scheduling types, based on industry best practices and real-world scenarios, to help utilities deal effectively with both routine and unplanned field work activities

- **Real-time visibility and control** with a highly intuitive user interface and interactive tools to bring scheduling out of the back office and onto the desktop of office users, giving them complete flexibility to override and even "tweak" scheduling algorithms if needed

- **Fast and focused solution** allows dispatchers to get priority orders into the field quickly and efficiently, with pre-defined scheduling types that can be run in interactive mode—versus sluggish legacy systems that can only perform overnight batch processing

- **Scheduling sandbox** allows dispatchers to experiment with "what if" scenarios and fine tune assignments before committing resources, without impacting their operational environment

- **Manage dependencies automatically** with a state-of-the-art scheduling engine using advanced algorithms to manage complex dependencies automatically, ensuring selected crews have the right skills, equipment and certifications, as well as available time to perform the work

- **Enable opportunistic productivity** using Clevest's Scheduling Engine—designed to take advantage of a worker's availability and location to opportunistically assign regulatory and preventative maintenance work at the same location or in proximity—maximizing worker productivity

- **Real-time alerting** is provided through email notification and an alerts dashboards with color-coded alerts to notify the office of any problems with an order, such as an appointment in jeopardy or cancelation of a high priority order

- **Street Level Routing** is based on actual road infrastructure, ensuring order assignments are optimized to reduce wasteful travel time and increase workers' onsite time

Technical specifications

Clevest Scheduling Engine:

- OS (64-bit):
    - Windows Server 2008 R2, or 2012 or 2012 R2, Standard or Enterprise Edition
    - Web/Application Server running IIS 7.0/7.5/8.0
    - Microsoft .NET Framework 4.0

- Database:
    - MS SQL Server 2008 R2, or 2012 or 2012 SP2 or 2014, Express or Standard Edition

- Street Level Routing option:
    - Esri ArcGIS for Server Standard (Enterprise or Workgroup) edition10.0/10.0 SP1/10.1/10.2.2/10.3; Network Analyst Extension to ArcGIS for Server
    - Street map data

Clevest WorkSpace (office) app:

- Compatible browsers: IE, Chrome, Firefox

Call 604-214-9700 or contact info@clevest.com to
speak to an expert and review your field operations needs.

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 any field work activity or process to improve response time and effectiveness.

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