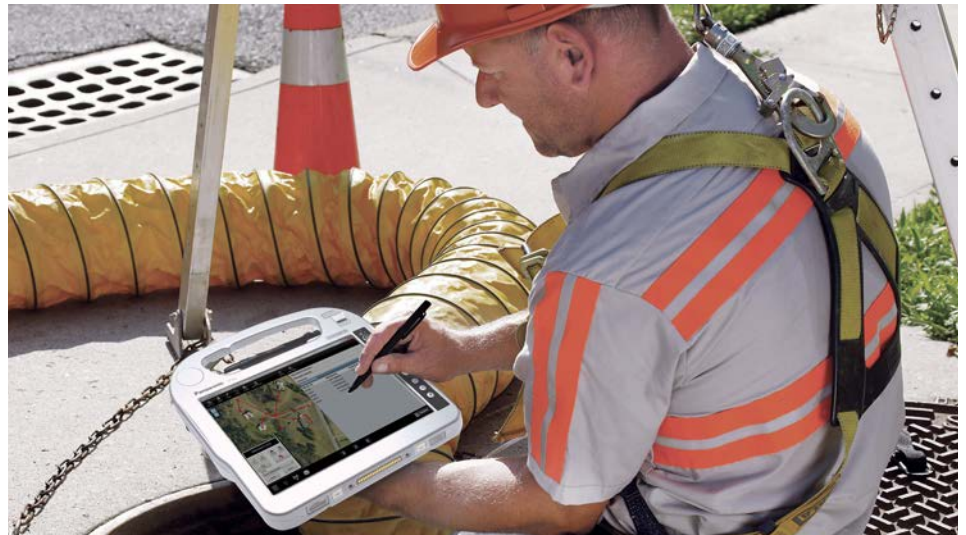# Clevest Mobile Workforce Management
Enlighten the office—empower the field

Deployed by leading utilities across the world, Clevest Mobile Workforce Management unifies the field and office on a single mobile platform to manage utility crews and any type of work they perform— from large AMI deployments, inspections and service work to damage assessment and outage restoration.

Designed specifically to solve the workforce challenges of electric, water and gas utilities, Clevest Mobile Workforce Management empowers field crews and supervisors—and enlightens schedulers and dispatchers in the office—with a highly intuitive platform for managing and accomplishing any field service work.

Immediate ROI

Optimized scheduling, reduced operating costs and increased field resource efficiencies result in an immediate return on investment and improved customer satisfaction. Intelligent eforms and workflows—interfaced to back office and GIS systems—provide users with all the information they need to complete their work safely and efficiently the first time.

Browser-based office app for dispatchers and schedulers

Key benefits

- Improve worker productivity by 62%
- Improve customer satisfaction by 42%
- Improve on-time arrivals by 50%
- Improve first-time fix rates by 66%
- Reduce overtime by 60%
- Reduce travel time by 15%
- Reduce fuel consumption by 50%

Mobile apps on laptops, tablets or handhelds for accomplishing any job in the field

Key capabilities

- **Highly configurable platform** allows for rapid deployment, with the flexibility to add solutions or make updates to support a utility's changing business needs

- **Prepackaged solutions**, designed with industry best practices, include Mobile Service Orders, Mobile Outage, Smart Meter Exchange, Damage Assessment, Locates, and Asset Inspections and Maintenance

- **Out-of-box integrations** to leading utility CIS/billing, OMS, WAM and GIS systems, as well as extensions to leading AMI systems and hardware devices, enable utilities to quickly transform their business processes

- **Integration with Clevest AVL** (Automatic Vehicle Location) on the same platform transforms a utility's vehicle into an intelligent mobile hub, providing crews in the field with real-time access to back office information while enabling dispatchers to efficiently assign emergency work to crews closest to the job

- **Award-winning mobile app** empowers utility crews with smart workflows, eforms and interfaces to enterprise systems, along with integrated maps to visualize their work in relation to the utility's asset infrastructure

- **HTML5-based office app** with integrated map and GIS integration provides a vantage view of the utility's entire field operations to dispatchers, schedulers and administrators

- **Enterprise Scheduling** optimally assigns work orders to crews with the right skillset at the right time, maximizing the productivity of crews, equipment and resources

- **Gantt-style scheduling views**, along with shift assignment timeline and crew timeline, enable schedulers to visualize assigned orders and the results of scheduling runs

- **Appointment Booking**, based on actual travel time and workforce capacity, enables utilities to shorten appointment windows and honor customer commitments

- **Appointment-in-jeopardy/order cancelation alerts** for improved customer satisfaction and operational efficiency

- **Powerful and tailored exception reporting** provided through email and alerts dashboards, with color-coded alerts based on priority as well as configurable audible alerts for emergencies

- **Robust reporting** with drill-downs and schedulable trending reports provide managers with actionable insights

- **Route history and post-incident reports** on vehicles and workers to quickly resolve investigations and ensure workers conform to assigned routes

- **Street Level Routing** for scheduled orders and appointments and **Route Optimization** for mobile allow technicians to complete more jobs by having to drive less

- **Support for multiple mobile device** form factors and operating systems enables utilities to take advantage of bring-your-own-device (BYOD) programs

- **AccuWeather® integration** and support for Safety Timer and Lone Worker Pendants for increased worker safety

Technical specifications*

- Application server: Windows Server Standard or Enterprise Edition

- Database server: Microsoft SQL Server or Oracle Standard or Enterprise Edition

- GIS integration: Esri ArcGIS for Server (Standard or WorkGroup) or ArcGIS Online

- Compatible browsers with office application: IE, Chrome, Firefox

- Compatible operating systems and devices for mobile application for tablets & laptops:
  - Windows: Microsoft Surface Pro, Motion Computing F5te/M, Panasonic ToughPad FZ-G1 and Windows-based laptops
  - iOS: iPad Air, iPad Air 2, iPad 4
  - Android: Samsung Galaxy Tab S

- Certified devices for mobile application for handhelds:
  - Intermec by Honeywell CN51
  - Zebra Technologies (Motorola) MC75A

- Smartphone app for supervisors: iPhone 4S, iPhone 5, iPhone 6

* Contact Clevest on hardware devices not listed above

* Consult Clevest Mobile Workforce Management technical requirements guide for server sizing guidelines

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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.

⊙ CLEVEST

Transforming Utility Field Operations