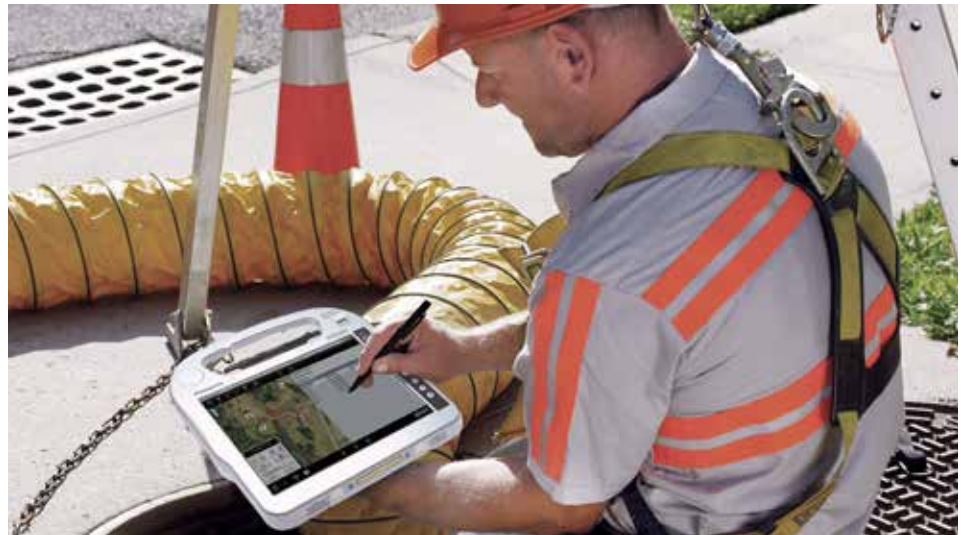# Clevest Mobile Workforce Management
Enlighten the office and empower the field

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

Deployed by leading utilities around the world, Clevest Mobile Workforce Management unifies the field and office on an award-winning 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, Mobile Workforce Management empowers field crews and supervisors with the award-winning, cross-platform Clevest WorkBook mobile app. The highly intuitive, browser-based Clevest WorkSpace office app enlightens schedulers and dispatchers to manage and assign any field service work.

Mobile Workforce Management provides utilities with real-time visibility and control – across the organization and beyond to contractors and mutual aid crews – by streamlining the scheduling, dispatching, appointment booking, and field work completion. Powerful contractor management tools enable the scheduling of contractors and borrowed resources based on field work activity, costs, required skillset, or other business considerations.

Browser-based office app for dispatchers and schedulers

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

Immediate ROI

Optimized scheduling, reduced operating costs, and increased field resource efficiencies result in an immediate return on investment (ROI) and improved customer satisfaction. Intelligent eforms and workflows – integrated with leading utility CIS, Billing, OMS, WAM, and GIS systems – provide users with all the information they need to complete their work safely and efficiently the first time.

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%
- Reduce overtime by 60%
- Reduce travel time by 15%
- Reduce fuel consumption by 50%

Key capabilities

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

- **Prepackaged solutions*** designed with industry best practices provide smart workflows, eforms and interfaces, including GIS overlays

- **Out-of-box integration** with leading utility CIS, billing, OMS, WAM and GIS systems – including MultiSpeak-certified interfaces – and extensions to leading AMI systems and hardware devices, to minimize integration risks and ongoing support costs, with significant operational savings

- **Pre-integrated with Esri** to empower both office and field users with rich geospatial views of work, worker, and vehicle locations in context with the utility's GIS asset infrastructure, enhancing worker productivity and reducing expensive truck rolls

- **Integration with Clevest Automatic Vehicle Location (AVL)** on the same platform transforms a utility's vehicles into intelligent mobile hotspots or Ethernet hubs, 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

- **Multiplatform Clevest WorkBook mobile app** supports multiple mobile device form factors on iOS, Android, and Windows operating systems – including support for smartphones and tablets – to effectively manage contractors and borrowed crews with bring-your-own-device (BYOD) environments

- **HTML5-based Clevest WorkSpace office app** with GIS integration provides dispatchers, schedulers and administrators with an insightful vantage view of the utility's entire field operations in context with their GIS infrastructure, all accessible from the convenience of a browser

- **WorkBook for Supervisors** provides real-time team status, capacity, and performance information to field supervisors – allowing them to reassign work in the field for optimal team performance and productivity, while being able to work alongside their crews

- **Powerful and flexible contractor management capabilities** provide utilities with real-time visibility and control, while enabling contractors to gain greater operational efficiency with automated workforce management and faster invoicing

- **Clevest Enterprise Scheduling optimally assigns work orders to crews** with the right skill set and 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

- **Clevest Appointment Booking**, based on actual travel time and workforce capacity, shortens appointment windows and honor customer commitments

- **Street Level Routing** for scheduled orders and appointments, and route optimization for mobile allow technicians to complete more jobs by reducing wasteful drive time

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

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

- **Robust reporting** with drilldowns and schedulable trending reports provide managers with actionable insight

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

- **AccuWeather integration** and support for safety timer and lone worker pendant for increased worker safety

Consult Clevest Mobile Workforce Management Technical Requirements Guide for details

*Packaged solutions include Clevest's Mobile Service Orders, Mobile Outage, AMI Deployment, Damage Assessment, Locates, and Asset Inspections and Maintenance.

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