

11<sup>th</sup> Annual



16 - 17 April, 2019  
The Hilton, Sydney  
[fsmaustralia.iqpc.com.au](http://fsmaustralia.iqpc.com.au)

2019

# Past Presentation Packet

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# ClickSoftware

Improve Service Delivery with  
Predictive Field Service

Andrew Vlachiotis

Vice President and Managing Director Asia Pacific

April 2018



# Agenda

- What is Predictive Field Service?
- Improving Service Delivery
- Artificial Intelligence and Field Service Management
- Case Studies
- Takeaways

# What is Predictive Field Service?

- Using historic information to deliver future insights for Field Service Management



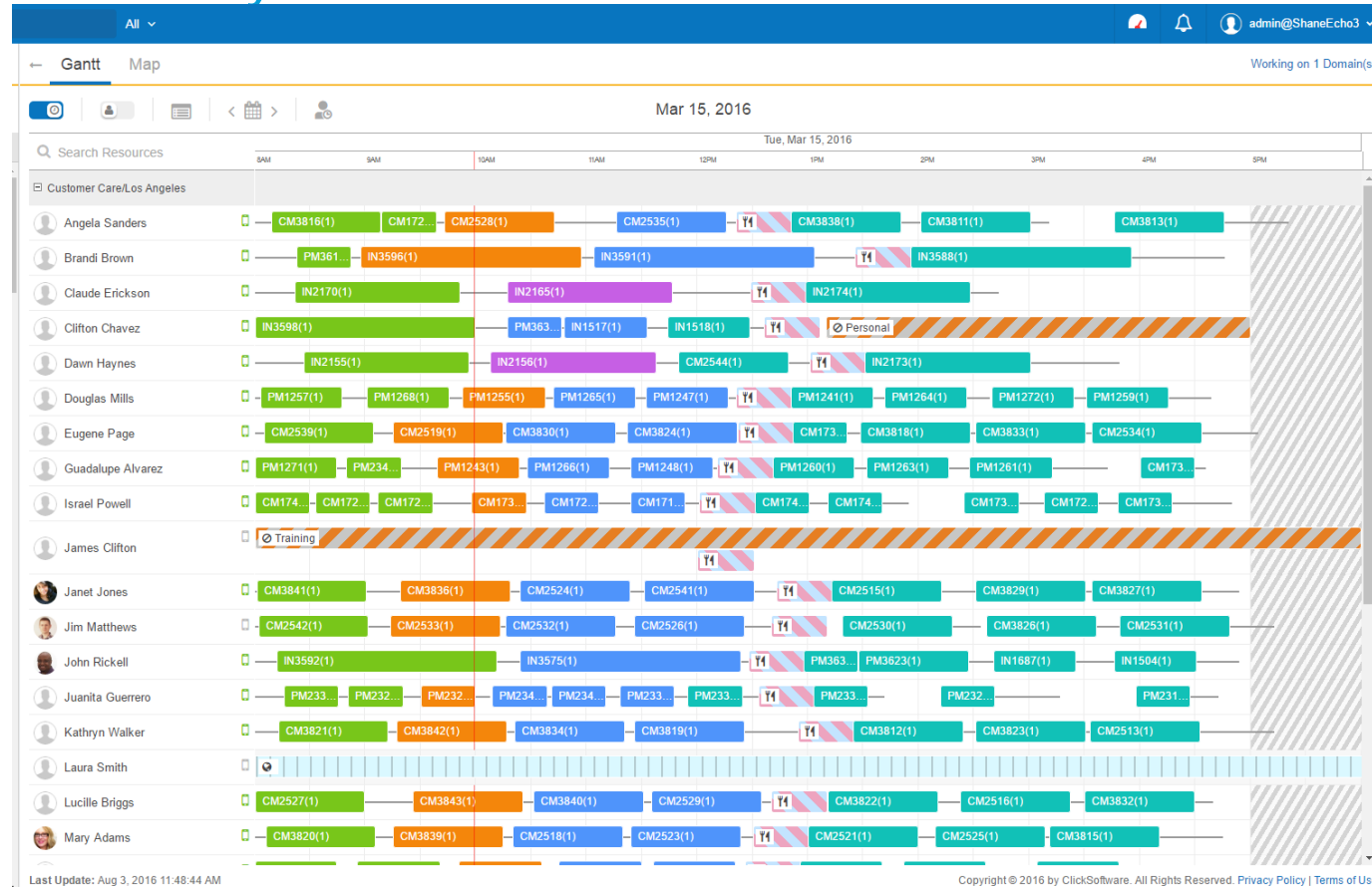


# Improving Service Delivery

- Task assignment step
- Automated and optimized based on business KPIs
- Happens before the day of service **and** in real-time throughout the day

Two fundamentals:

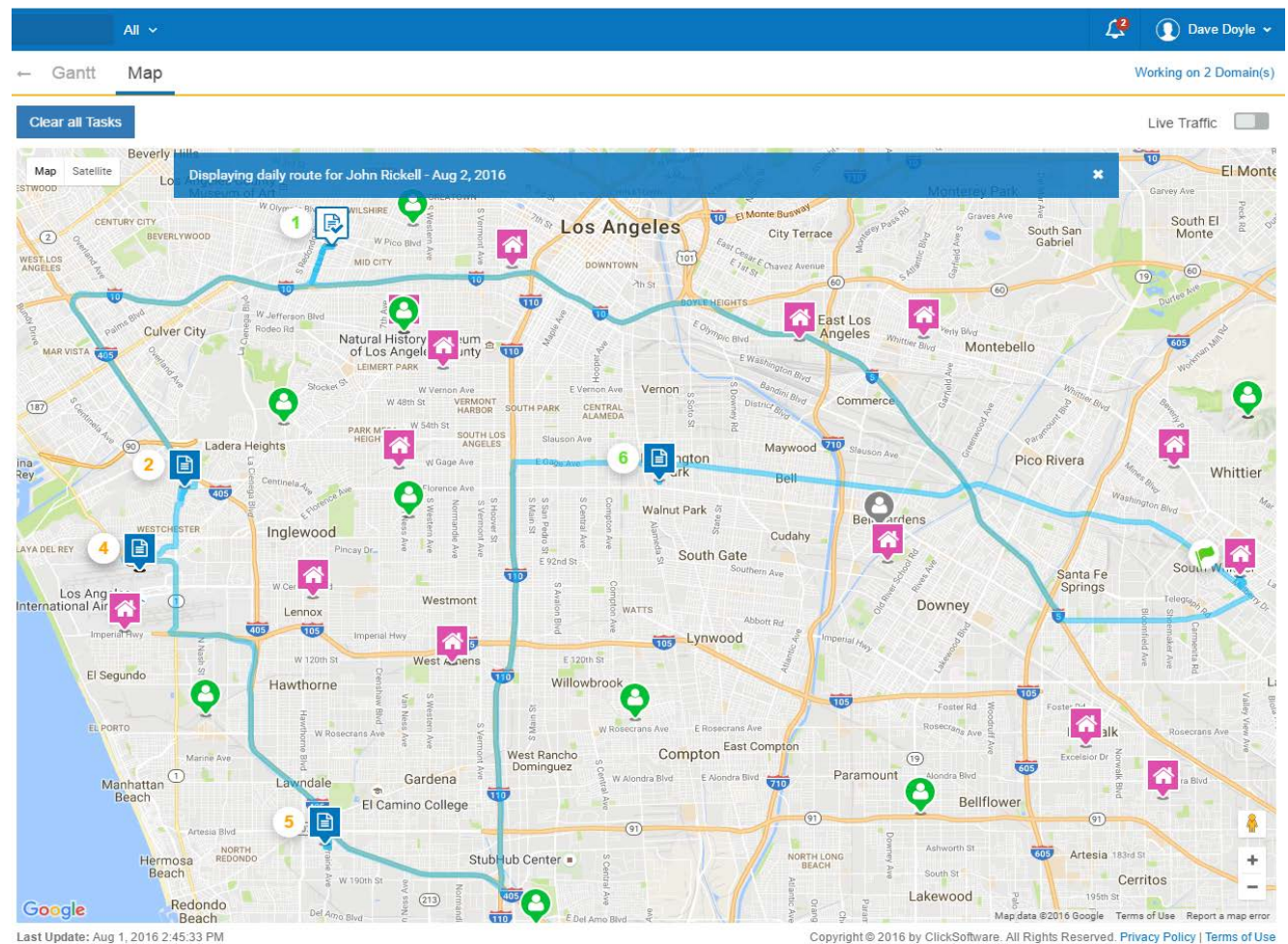
- (1) Travel Time
- (2) Task Time



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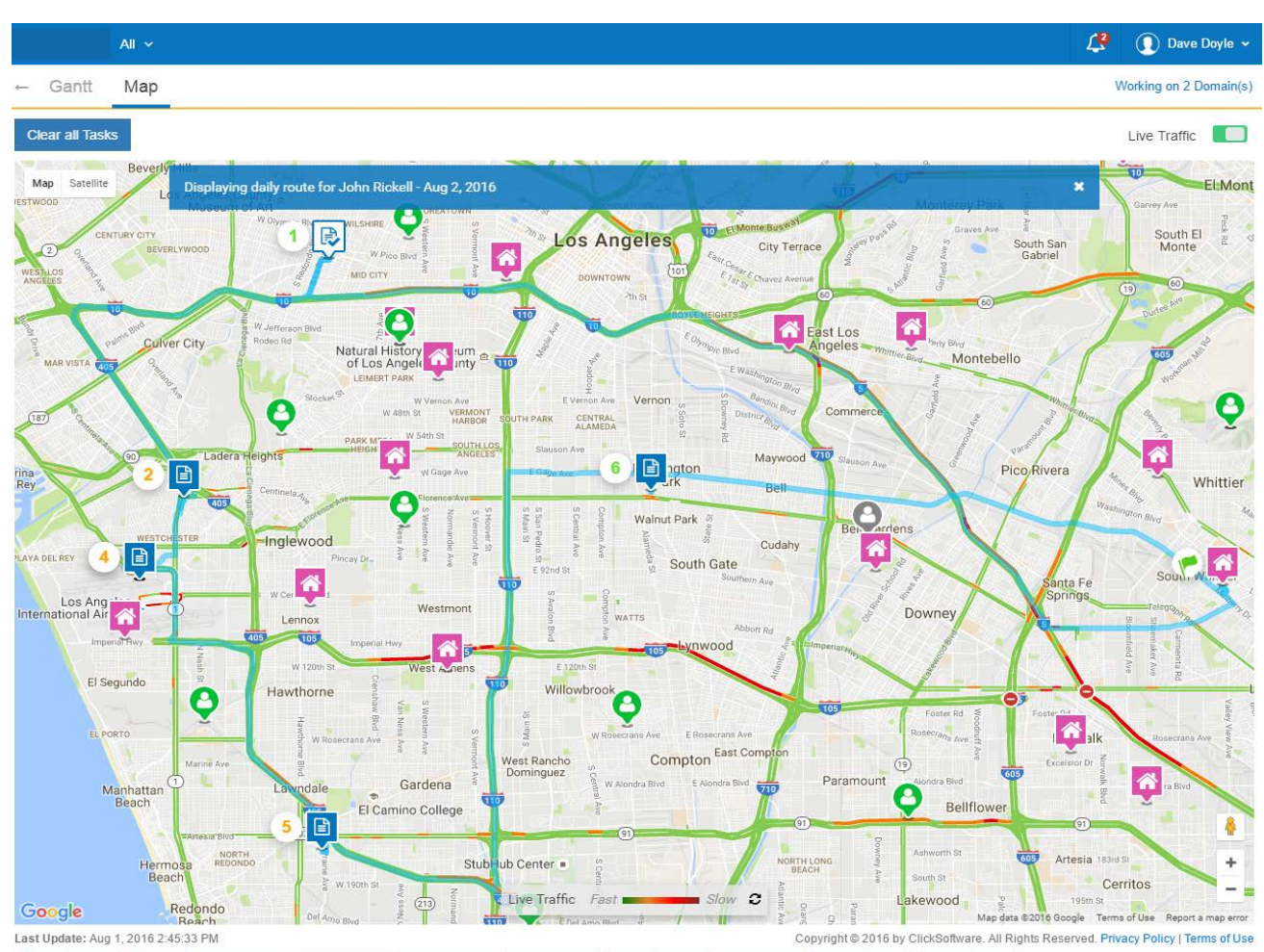
# Travel Time (1)

- A to B
- Z to A
- B to C
- Task scheduling and appointment booking incorporates predictive **TRAVEL**



# Travel Time (2)

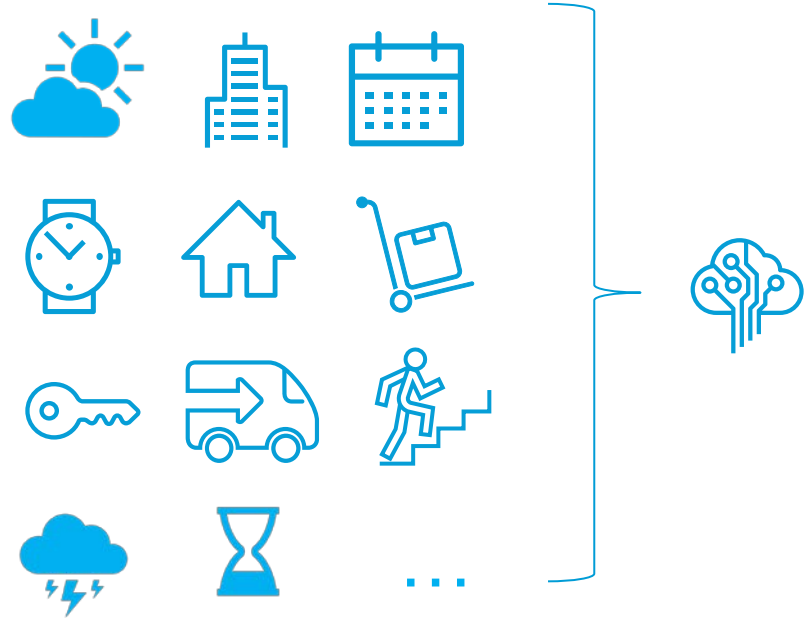
- A to B for 12PM
- Z to A for 11AM
- B to C for 1PM
- Task scheduling and appointment booking incorporates predictive **TRAFFIC**

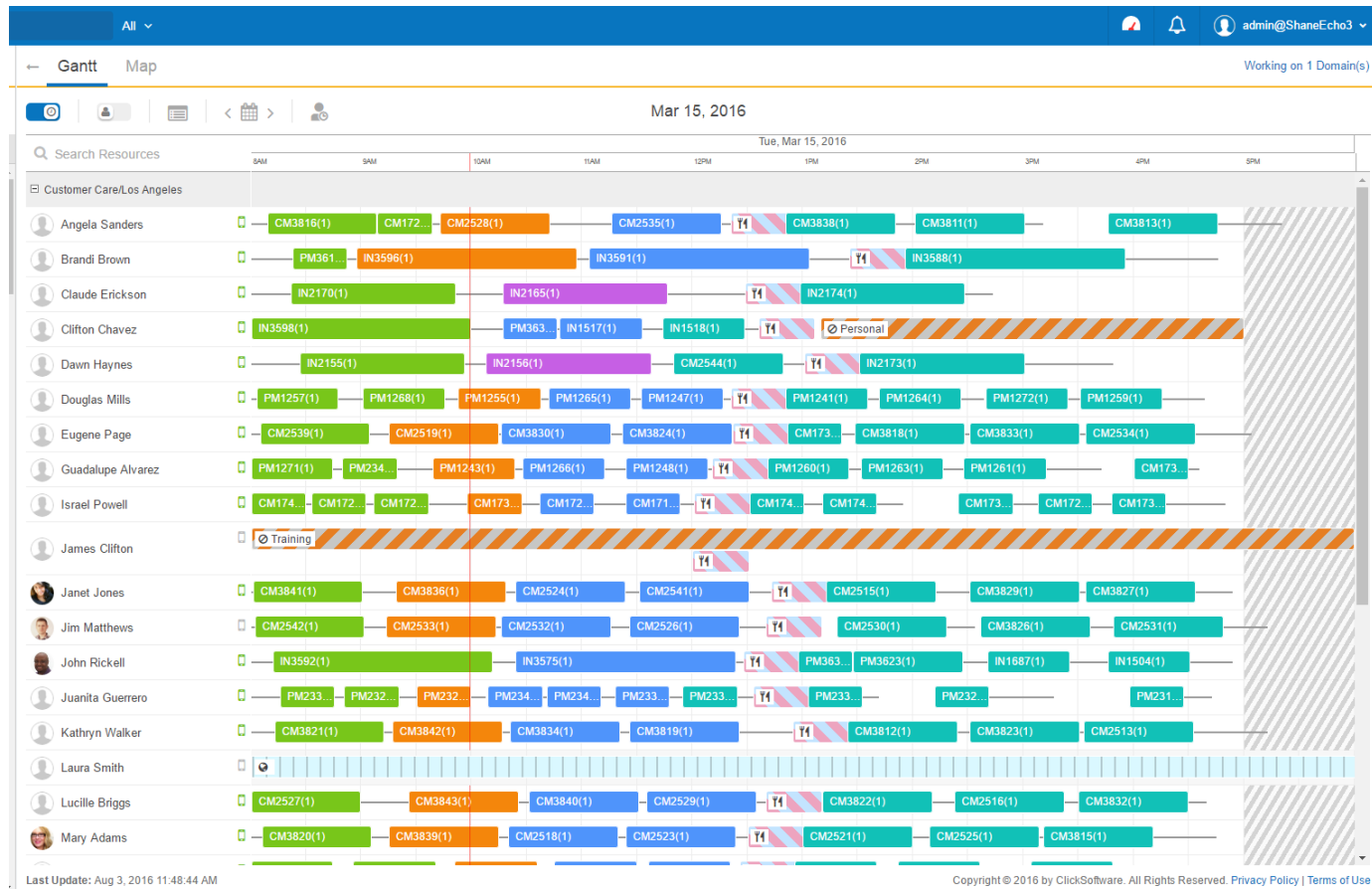




# Predictive Task Duration

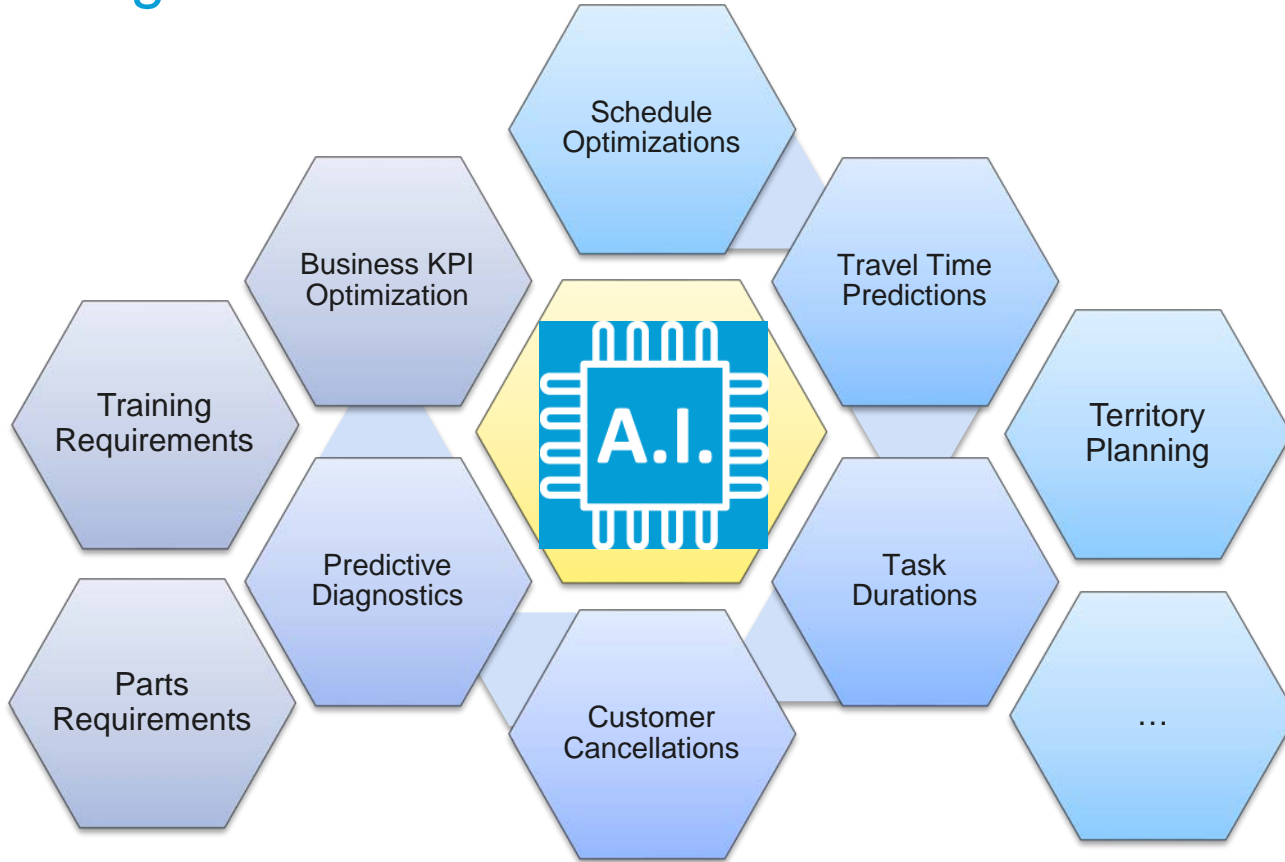
- Task Duration varies by field service employee
- Task Duration varies by:
  - Weather
  - Age of equipment
  - Weight of equipment model
  - Time of day
  - Number of previous service calls
  - Apartment building / home
  - What floor the service call is on
  - Type of truck deployed
  - ...





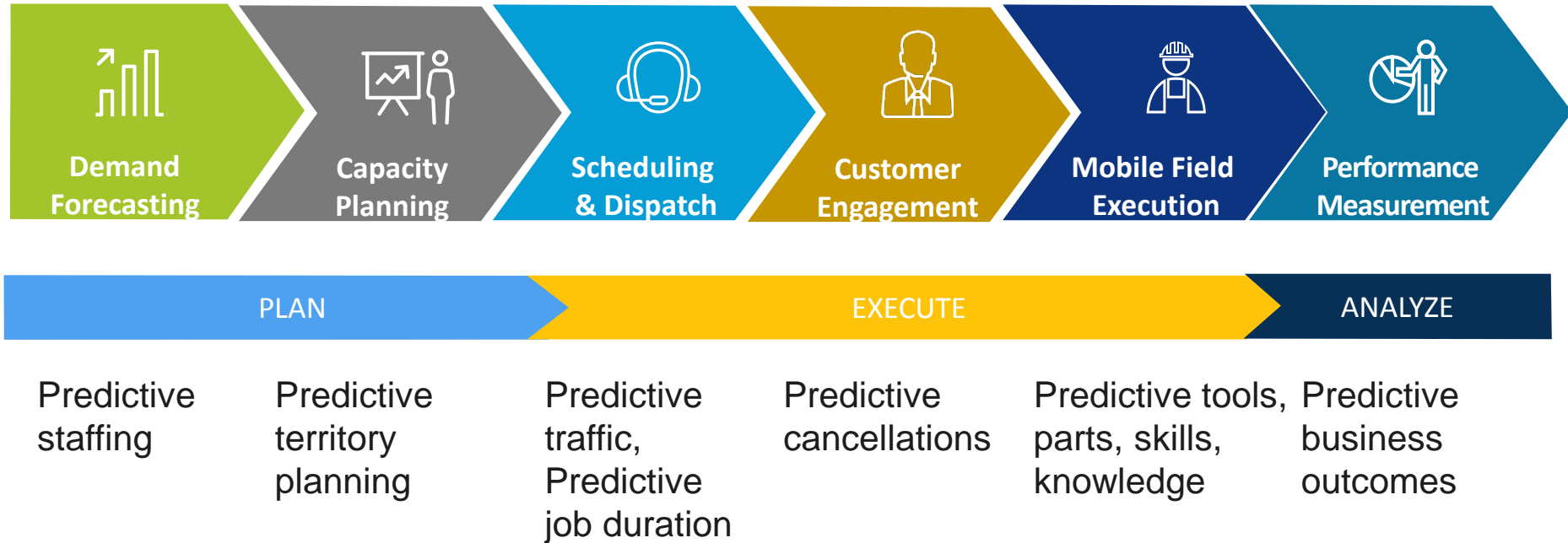


# Artificial Intelligence and FSM



# What is Predictive Field Service?

- Using historic information to deliver future insights in Field Service Management



# Case Studies



65%

increase same day  
scheduling

20%

reduction in travel time

10%

increase in completed  
jobs per week



15%

decrease in overtime  
worked

50%

decrease in customer  
complaints







# BOSCH

50%


increase in call center  
productivity

90%

Appointments  
scheduled  
in real-time



# Takeaways



Predictive Field  
Service applies  
across the whole  
service chain

Artificial Intelligence  
helps reduce costs  
and improve  
customer  
experience

Effective Artificial  
Intelligence requires  
the right data



# Thank You!

[www.clicksoftware.com](http://www.clicksoftware.com)

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# Gaining Operational Insight from Field Service Enablement at Veolia Australia

David Whitfield  
EAM Solutions Specialist Infor

# Agenda

- Introduction Infor, EAM and the Connected Workforce
- Case Study: Enabling Veolia ANZ field resources.
- Summary





# Who is Infor?

**Infor is an enterprise software provider and strategic technology partner for more than 90,000 organizations worldwide.**

Our software is purpose-built for specific industries, providing complete suites that are designed to support progress – for individuals, businesses, and the world. We believe in the beauty of work, the importance of relationships, and the power of ideas to drive significant positive change.

# Infor Strategy

DELIVERED WITH  
DESIGN THINKING



**A.I.**

Coleman

**Analytics**

Birst BI

**Network**

Commerce and IoT

**Cloud**

Industry cloudsuites

**Industry**

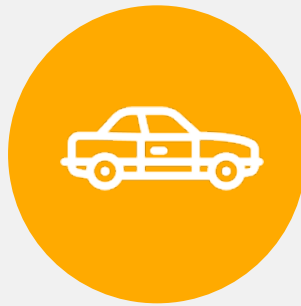
Last-mile features



# Specialized by industry



**18 of top 20**  
aerospace  
companies



**20 of top 20**  
automotive  
suppliers



**10 of top 10**  
pharmaceutical  
companies



**17 of top 20**  
industrial  
distributors



**7,000+** industrial  
machinery  
manufacturers



**6 of the top 10**  
global luxury  
brands



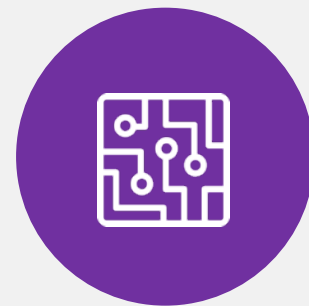
**15 of the top 20**  
global retailers



**4 of the top 5**  
brewers



**21 of the 25 largest**  
U.S. healthcare  
delivery networks



**10 of the top 10**  
high tech  
companies



**6 of the 10 largest**  
global hotel brands



More than  
**5,500** industrial  
manufacturing  
customers



**18 of the 20 largest**  
U.S. cities



**21 of the top 30**  
global banks



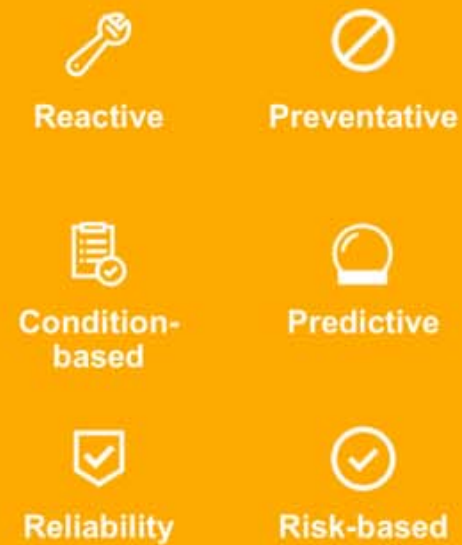
## Manage your assets



## Manage your business processes



## Manage your maintenance



## Manage your sustainability



## Analytics



## Interoperability



## Partnering solutions







infor



# Mobile Field Enablement in Veolia ANZ Operations



The logo for Infor, consisting of the word "infor" in white lowercase letters on a red square background.

infor

The Veolia logo, featuring a red circular icon with a white location pin inside, followed by the word "VEOLIA" in red uppercase letters.

VEOLIA





# Who is Veolia - what do we do?

- 💧 Headquarters in Sydney
- 💧 Operating revenue \$AUD1.45B
- 💧 4000 Employees
- 💧 Over \$10B worth of infrastructure assets that we manage in Australia and New Zealand
- 💧 Manage 123 water and wastewater treatment plants, plus waste management and resource recovery sites

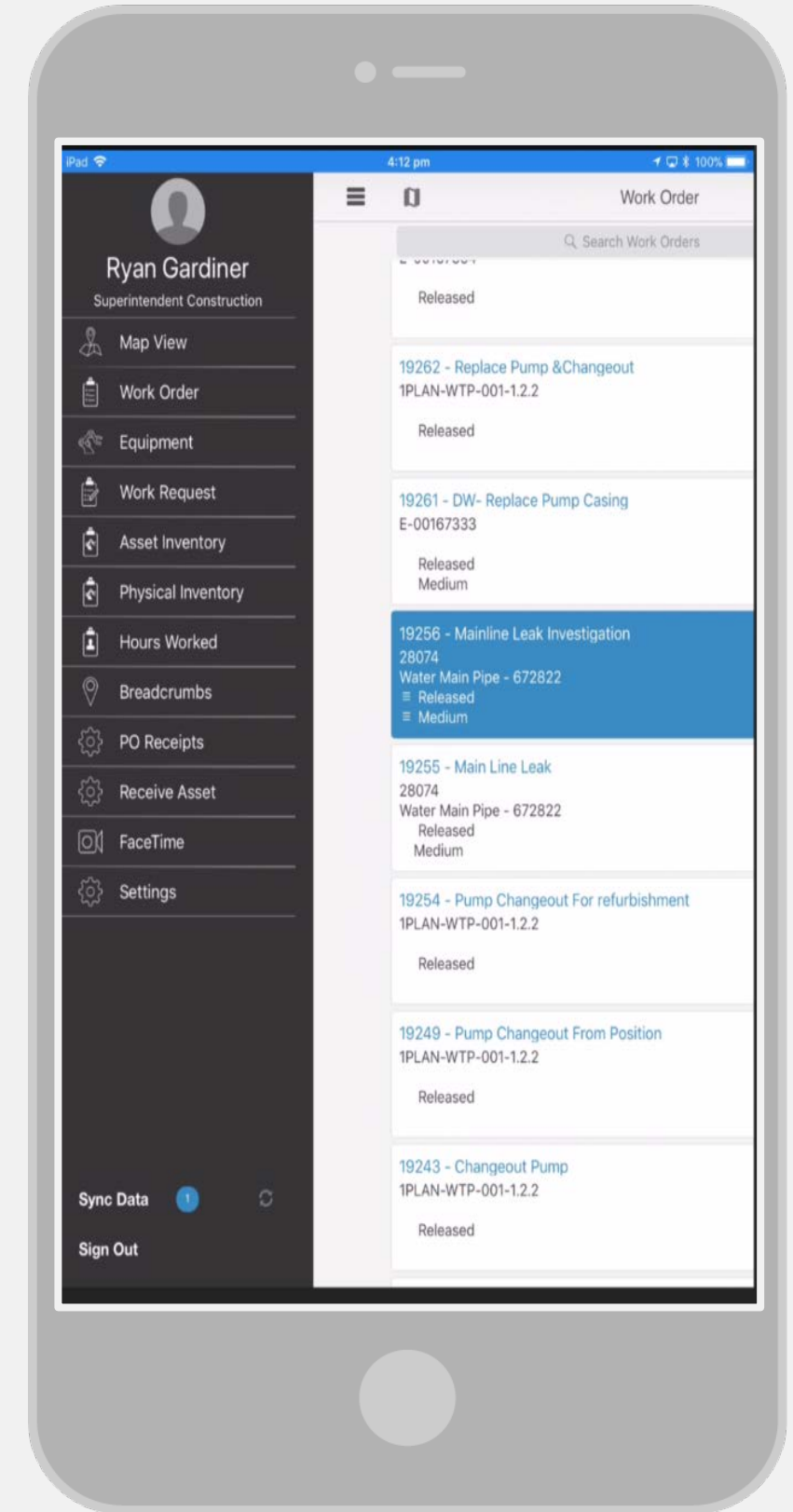


# Our Business Needs



## What Veolia wanted/needed/were challenged with

- 💧 Democratise the data to use and share widely the outputs
- 💧 Flexibility across the organisational processes
- 💧 Optimise the maintenance effort
- 💧 Answer client and business needs
- 💧 Improve the data quality to make informed decisions



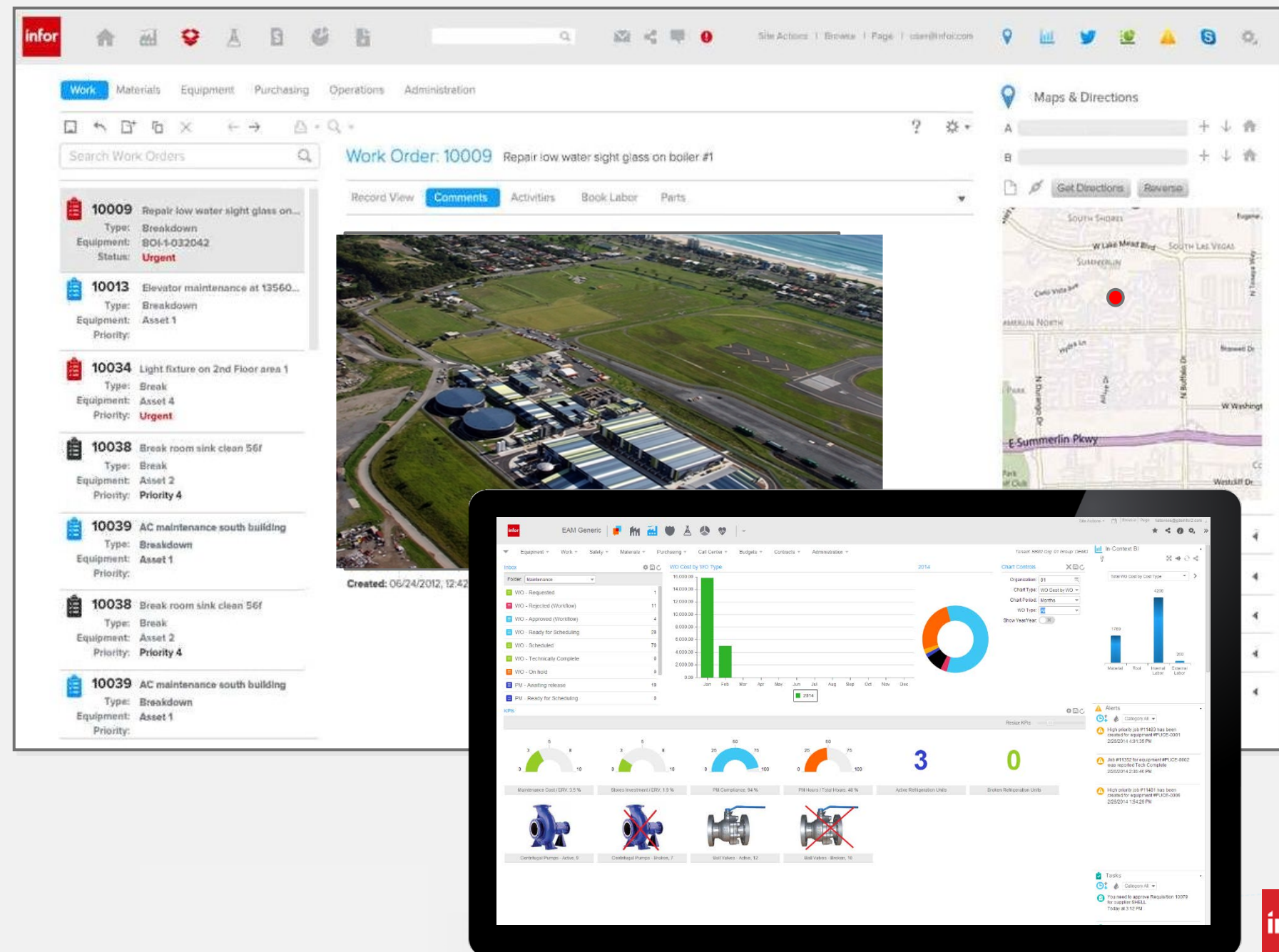


# Our Foundation - Infor EAM



## An established EAM system

- Has been used by Veolia since 2008 for its infrastructure assets
- Can adapt to various energy, waste and water business processes
- Has been configured to only collect essential data
- Allow us to meet contractual obligations and regulatory compliance
- Is integrated with back-office ERP and client systems





# Mobile Deployment

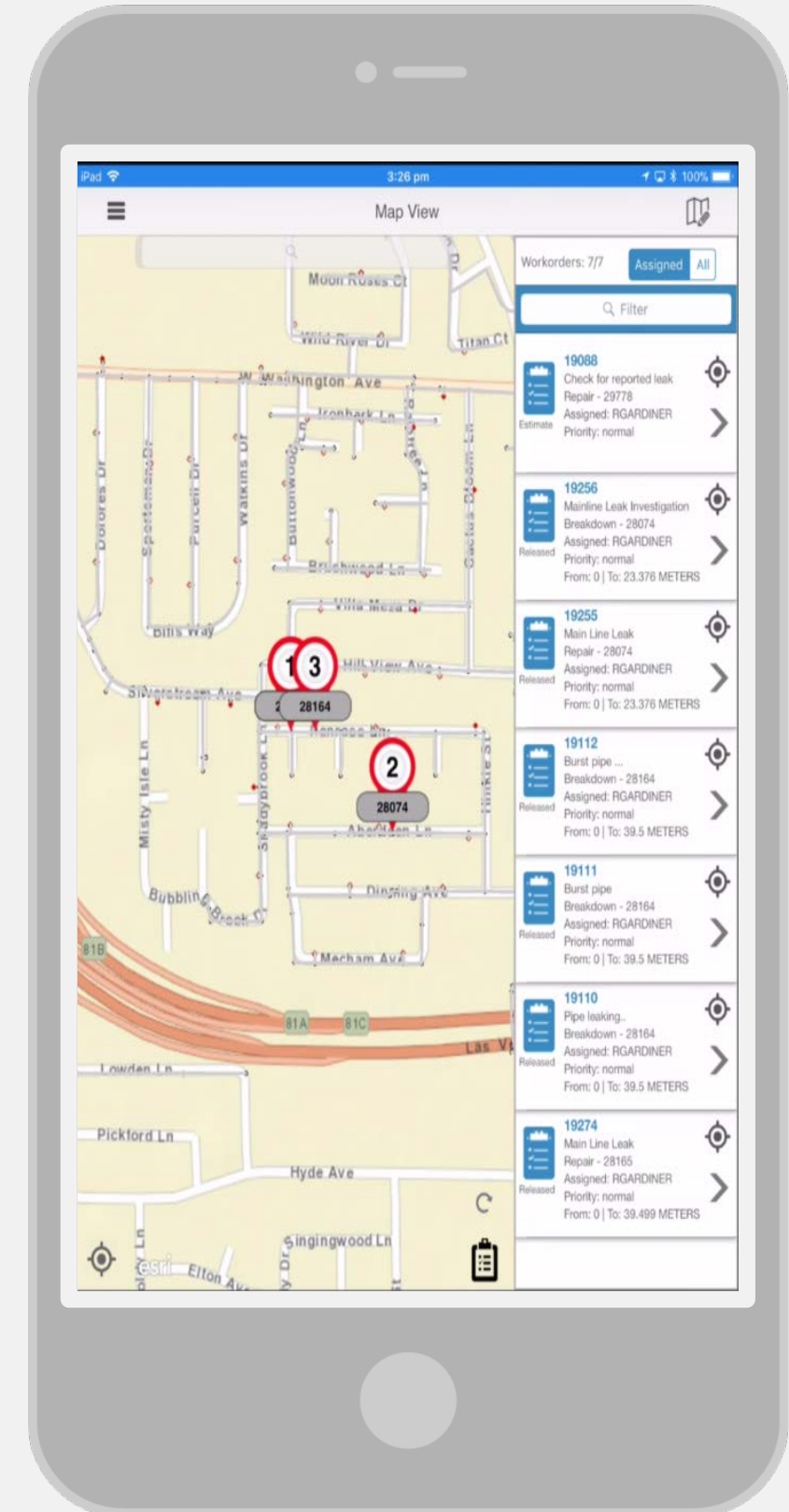


## Where and how we deployed

- 💧 First deployment in 2014 for the Hunter contract on iOS devices
- 💧 Veolia ANZ had tried to roll-out its own mobile application prior to that
- 💧 Now being used in multiple contracts in Australia and New Zealand

## What we deployed

- 💧 First deployment for Work Order management purpose had to occur within a 2-3 month period





# Business Outcomes



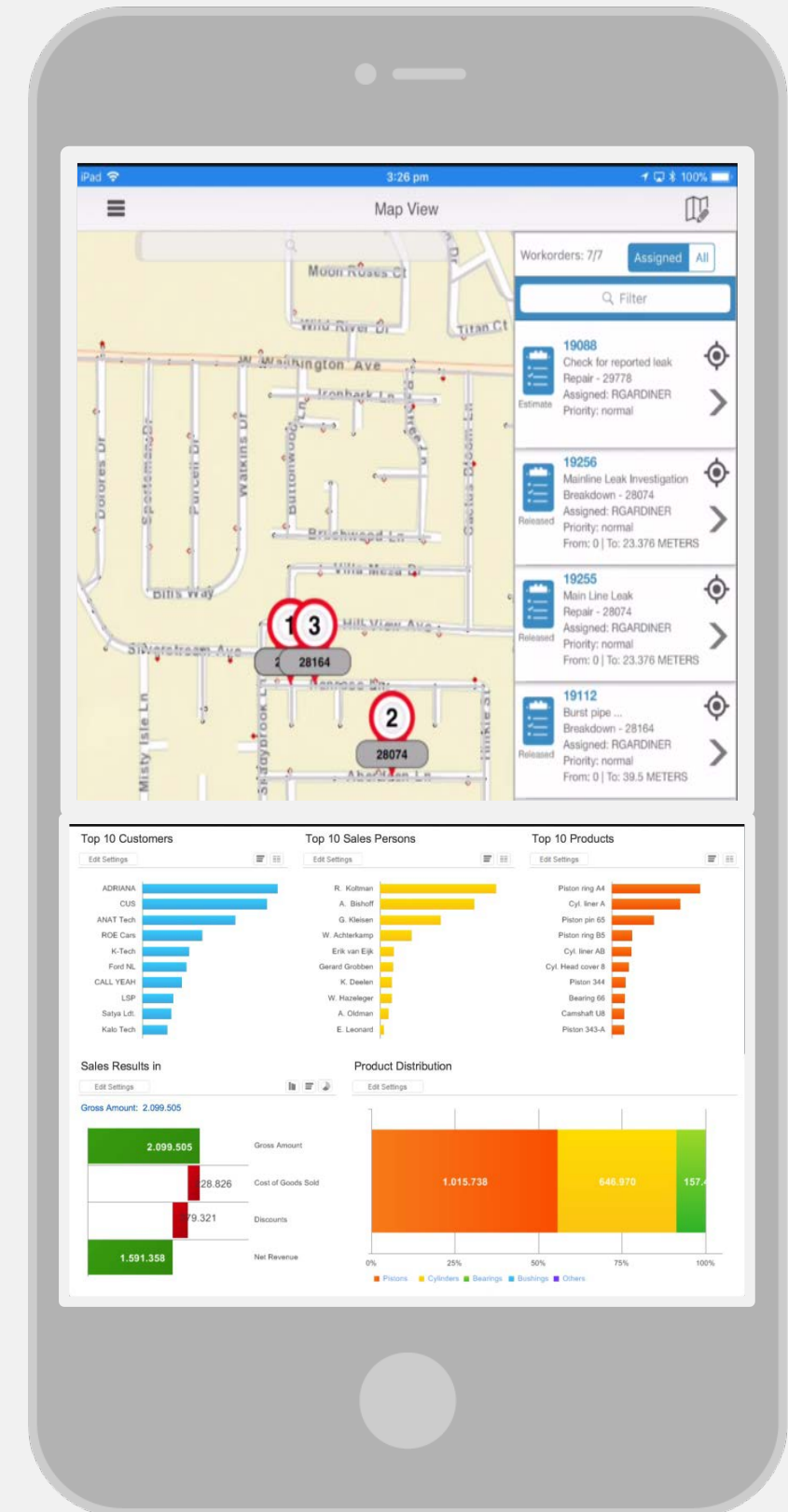
## Lessons learned

- 💧 A journey to better asset data management
- 💧 (Good) Asset Management data is very expensive to collect
- 💧 Mobile and flexible app allows an optimal data collection

## Value gained and improvements made

- 💧 CMMS/EAM platform is the core of our data management

**We are getting real and increased value from our CMMS/EAM data**





Specialized by industry.  
Engineered for speed.

Thankyou

# Queensland Urban Utilities

Kathryn Turner

April 2018



## Work Orders and Going Paperless

Operators at Queensland Urban Utilities' sewage treatment plants are either on site or travelling from site to site. In either case they may be a long way from the control room. The mobile computing solution, first used to improve efficiency of field workers, is being implemented to increase the ease and efficiency of raising work orders, completing daily inspections, mobile access to SCADA and having a digital view of the plant. It involves the use of Panasonic Tough books which were chosen by the workers themselves and a shift to paperless record management.

- Creating a seamless mobile computing solution for on-site operators
- The impact of going paperless on worker efficiency
- Embedding more functionality for greater time savings: Digital zonal Inspection





- As an essential service provider, we provide water and sewerage services to **1.4 million customers** across South East Queensland.
- We were formed in **July 2010** through the merger of five local government water and sewerage businesses.
- We are a **statutory body** with a 99-year term.
- We are the **fourth largest** water authority in Australia.
- We have a customer-centric philosophy and strong innovative **culture**.
- We have a \$5 billion asset base with a **\$3.2 billion, 10-year, capital works program**.



## Key Statistics



**14,384km<sup>2</sup>  
geographical area**

**5 local  
government regions**

**136,000ML of water  
delivered**

**9,028KM water  
mains**



**125 reservoirs**

**107,000ML of  
sewage collected  
and treated**

**9,185KM of  
sewerage mains**

**27 sewage  
treatment plants**

**10 field service  
depots**

**331 sewage pump  
stations**

## Our Purpose – Enrich quality of life

### VISION

*'We will be recognised for our excellence in water and sewerage services that meet the evolving needs of our customers and enhance our communities.'*

### Values



### Strategic Pillars

#### CUSTOMERS

We understand our customers and deliver a quality service that meets their evolving needs.

#### SHAREHOLDERS AND COMMUNITIES

We understand our shareholders' aspirations and are accountable to them and their communities.

#### OPERATIONAL EXCELLENCE

We innovate to drive operational excellence to achieve outcomes at the lowest long-term cost.

#### PEOPLE

We are safe, adaptable, capable and committed to achieving our vision and living our values.

## 1960s

As most suburban Brisbane properties were not sewered in the early 1960s, human waste was disposed of in buckets or pails and collected by "night soil men".

Brisbane City Council operated night soil sanitation depots including one located beside Cedar Creek, which closed in the late 1960s as the need for night soil collection declined.

**Image:** Night soil carts were used to collect and transport human waste in pails, which were often covered with dirt or soil.



## 1970s

Prior to Brisbane being completely sewered, most properties had an outhouse – a toilet located outside, away from the main house, without a flush or sewer attached.

In response to the flood that devastated Brisbane in 1974, construction of Wivenhoe Dam commenced in 1976 to mitigate future severe floods and prevent smaller ones.

**Image:** Rows of outhouses lined backyards in Brisbane.

➤ 27 Sewage Treatment Plants

➤ 11 – rural

➤ 16 – urban



➤ Largest is Luggage Point treating 140 mega litres of wastewater per day

➤ Smallest at Aratula with 48 kilo litres per day

➤ Regional coverage using mobile computers has been in place for 7 years due to the distance covered and the multiple plants managed by 1 operator

➤ Urban plants are typically managed by 1 or more operators on site – 24/7 on 2 largest and daylight hours on the remainder

➤ Urban plants have control rooms with PCs, CCTV viewers and SCADA terminals – why need a mobility solution?

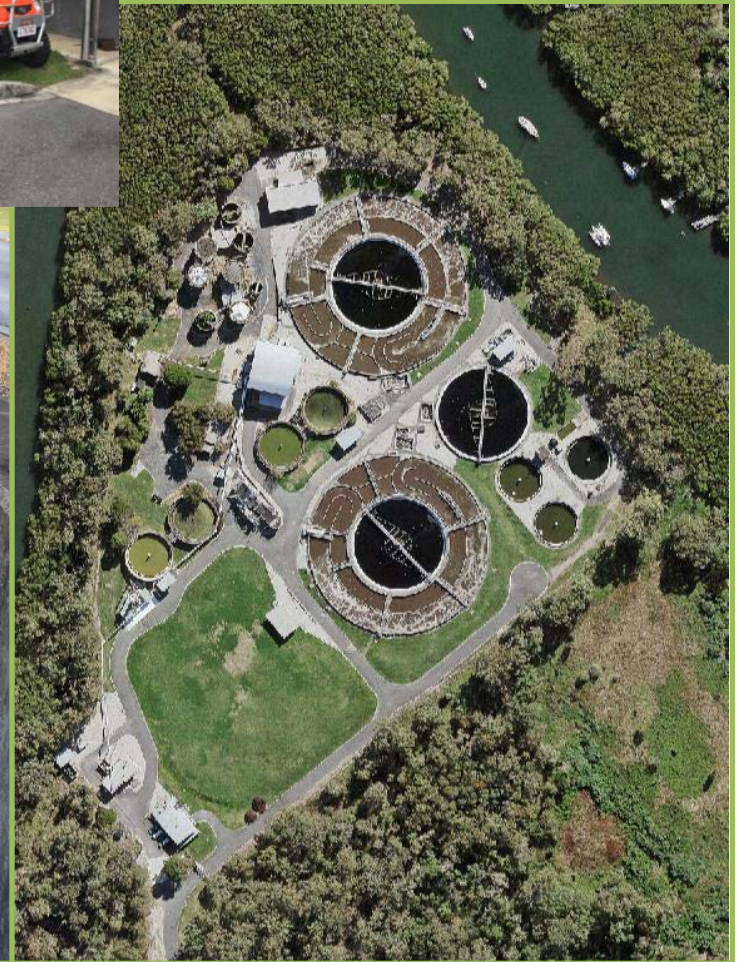








# Justification - UV System Failure







On the spot oversight  
and control



# Complex Process – Complex Systems

Sample Testing – process control and environmental licence  
Periodic Inspections – zonals – daily, weekly ,monthly etc  
Work Order Creation

## Scheduled Maint Job Card

Work Order:	01290391	12M Sewer Pump Station Elect. Mtce Large	Task Number:	001
MST No:	1002	SP410 12M Sewer Pump Station Elect. Mtce		
Equipment:	SP410-0111	PUMP STATION SP410 MYLER COURT GATTON C	Priority:	
Location:	LOCKY	LOCKYER VALLEY	Std Job	ESS51
Requested By:	KEVIN HANCOCK	Reported Date:	26/03/13	
Phone No:		Scheduled Date:	02/04/13	



QUEENSLAND UrbanUtilities | URBANNET

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DocsSearch - 1 Documents Found

First Prev 1 1 Next Last

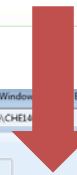
Displaying Documents 1 to 1 | Display: 20 per page

100% Relevance

MODIFIED: 18/11/2013

CHE140.pdf

DOCUMENT TITLE:



\\vfuqrd023.corporate.urbanutilities.internal\pulse\active\CHE140.pdf - Windows Explorer

\\vfuqrd023.corporate.urbanutilities.internal\pulse\active\CHE140.pdf

Search Results

CHE140.pdf

1. Load

Work

Equipment Ref:	
Equipment Description:	
Maintenance Manual:	
Drawing No:	

Reference Documents



# Data Captured

- Task Lists

- Maintenance Records

- Risk Assessment

- Equipment Data



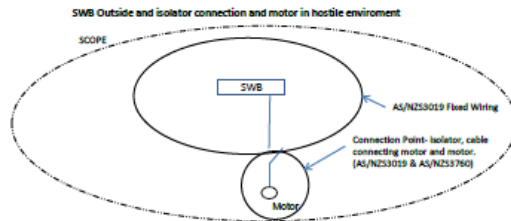
## Task List

### Periodic Verification and In-Service Inspection for SWB - Visual and Limited Testing

The objective of this periodic verification is to assure that existing low voltage electrical installations are in a safe condition for continued in-service operation. The formal items listed here focus on the low voltage components and equipment where no other specific Australian Standard or requirement applies. While equipment in high voltage installations, hazardous areas and portable extension sets do not form part of these verification requirements, in general the visual inspection should also actively observe other equipment including mechanical components that may require repair or are unsafe and these conditions reported.

#### Electrical Inspection Summary (refer to Delgrami):-

- 1 If functionally possible run equipment, note condition and record running current
- 2 Visual inspection-fixed wiring and fixed station equipment (from SWB including connection point)
- 3 Earth continuity testing-fixed wiring and fixed station equipment (from connection point);
- 4 Equipotential bonding testing-fixed wiring and fixed station equipment (from connection point); and
- 5 Polarity and correct connections testing-fixed wiring and fixed station equipment (from SWB to connection point);
- 6 Leakage current testing or where practical insulation testing-fixed wiring and Leakage current testing or where practical insulation testing fixed station equipment from the isolator to equipment (from connection point e.g isolator cable to motor and motor);
- 7 RCD testing providing interruption of the supply can be tolerated.
- 8 MOCB exercise providing interruption of the supply can be tolerated (MOCB do not require exercising)
- 9 Complete Equipment Schedule of Results and Certificate of Periodic Verification.



- Condition



## 1. Load

### Schedule of Test Results

Work Order												
Equipment Ref:	CHM76-1090	MST No:	1002									
Equipment Description:	Walloon											
Reference Documents				Test Equipment								
Maintenance Manual:	---	Type & Model:	DPD									
Drawing No:	---	Serial Number:										
Description		Setup		Before Cal			After Cal					
		Range (PPM, NTU, mg/L, µmhos, mV, mA)	Tolerance (Max allowable Deviation for site)	Grab Sample (PPM, NTU, mg/L, µmhos, mV, mA)	Transmitter (PPM, NTU, mg/L, µmhos, mV, mA)	Deviation (PPM, NTU, mg/L, µmhos, mV, mA)	Cal Method (Range and type used for calibration or Comparative)	LRV (Record instrument readings)	URV (Record instrument readings)	Slope	Operating Point (Function check on return to service)	Condition Score
Tag & Desc	Analyser 2 Total CL	0-10mg/L	0.1mg/L	3.1mg/L	5.28mg/L	+2.18 mg/L	DPD	---	3.07mg/L	---	3.07	2
Transmitter Make & Model	EMEC LDCL										Local	
Transmitter S/N	ST09250006741										3.0	
Element Model	ECL8/20										SCADA	
Tag & Desc	Analyser 1 Free CL	0-5mg/L	0.05mg/L	0.26mg/L	0.56mg/L	=0.3mg/L	DPD	---	0.26mg/L	21.54uA /ppm	0.26	4
Transmitter Make & Model	Connex DIA-1										Local	
Transmitter S/N	10/120096										---	
Element Model	ALLDOS										SCADA	
Tag & Desc	Analysier 1 Ph	5-9pH	0.7pH	---	---	---	pH Buffer 4pH 7pH	---	6.98pH	-59.23mV/pH Asym.pot	7.72	1
Transmitter Make & Model	Connex DIA-1										Local	
Transmitter S/N	10/120096										7.7	
Element Model	ALLDOS										SCADA	

Reset

quu-m.e.checklist

From Subject

Inbox (1)

QUU-MFD

Condition Score: 4 - WO: 01258417 - Updates: Yes - EquipmentRef: WP103-? ( NOTIFICATION REQUI...

Richard - CIS QLD

Instrumentation Submit - Condition Score: 4 - WO: 01324368 - Updates: Yes - EquipmentRef: CHM7...

Richard - CIS QLD

Instrumentation Submit - Condition Score: 4 - WO: 01324368 - Updates: Yes - EquipmentRef: R87

East Waste

East Water

## Outcomes

- Operators on urban plants are now able operate their plant from any location including their home
- Paper trails are digitally managed and stored in 1 location – no more filing cabinets
- Work orders for maintenance can be loaded at the work area enabling the operator to monitor and control the issue



## In Conclusion

This project has not only helped to enable efficiency in process in treatment plants, but it also means more reliable real time meta data. The efficiencies achieved lead to reducing our cost to serve per property, less interruption to process, and better performing assets, confidence in compliance to regulations and legislation.

# Increasing Efficiency of Field Operations Utilising Consumer Mobility Technology

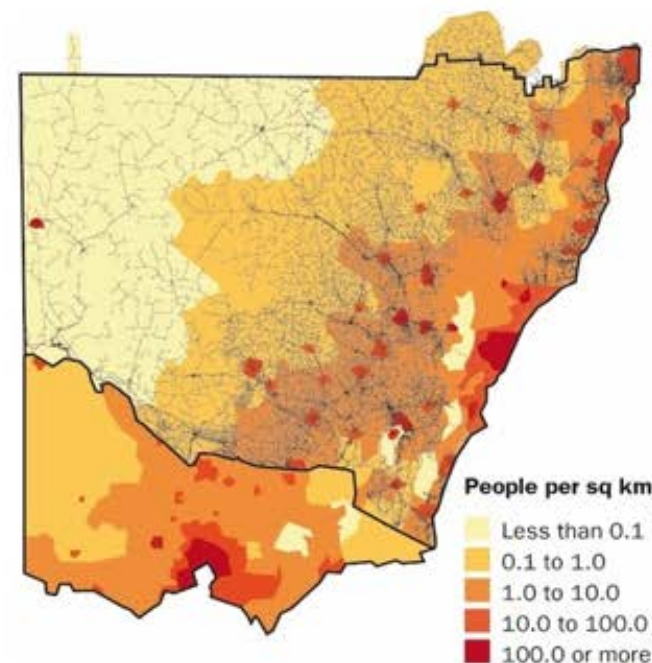
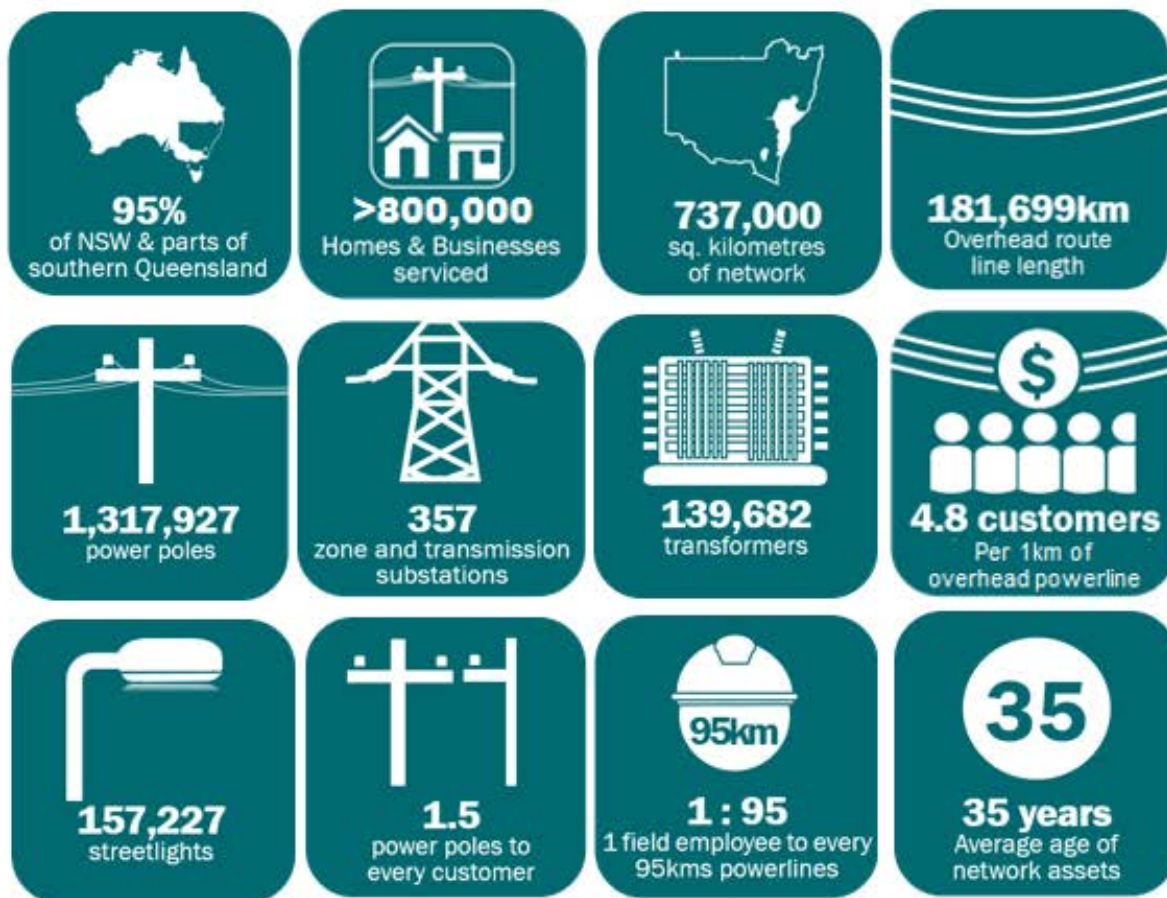
**Field Services Management Conference 2018**

**Presenter: Luke Jenner, General Manager Network Services  
ESSENTIAL ENERGY**

*empowering*

# Introducing Essential Energy

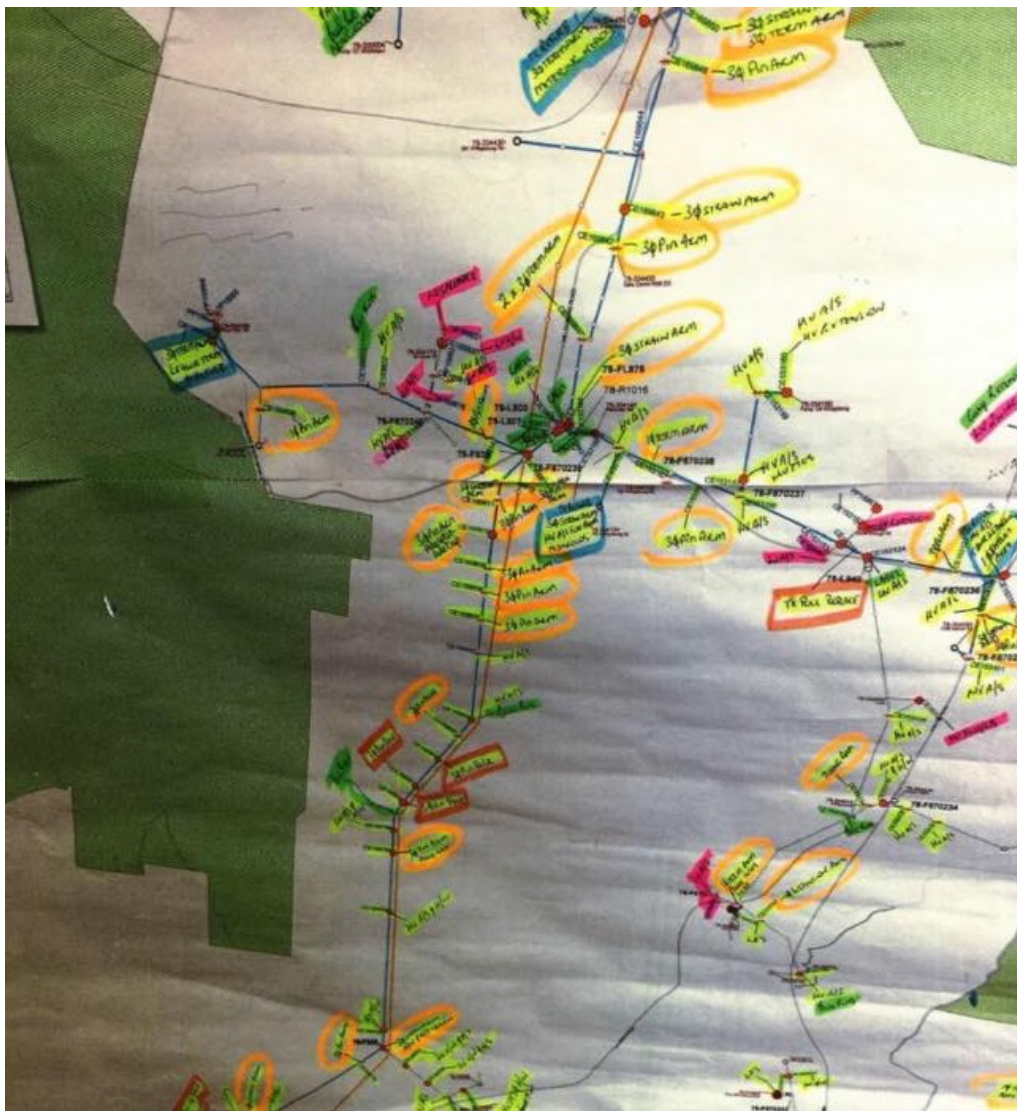
> One of Australia's largest electricity distribution networks:



...with safety, reliability and efficiency driving everything we do.



# Paper Overload



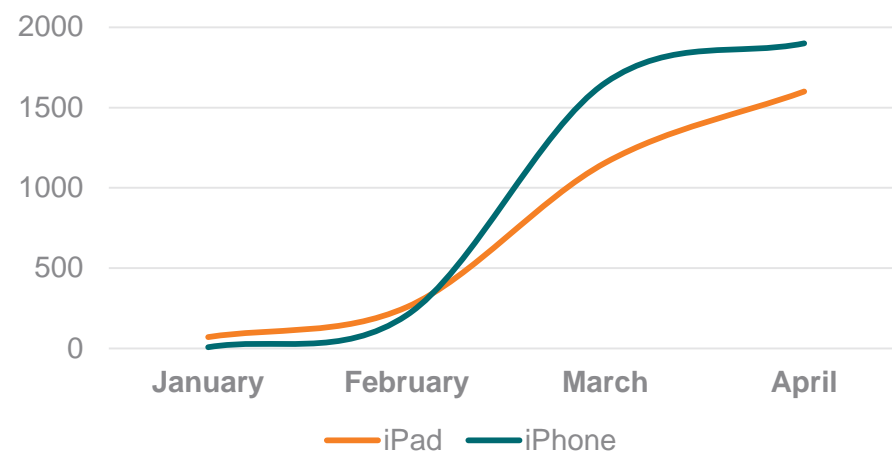
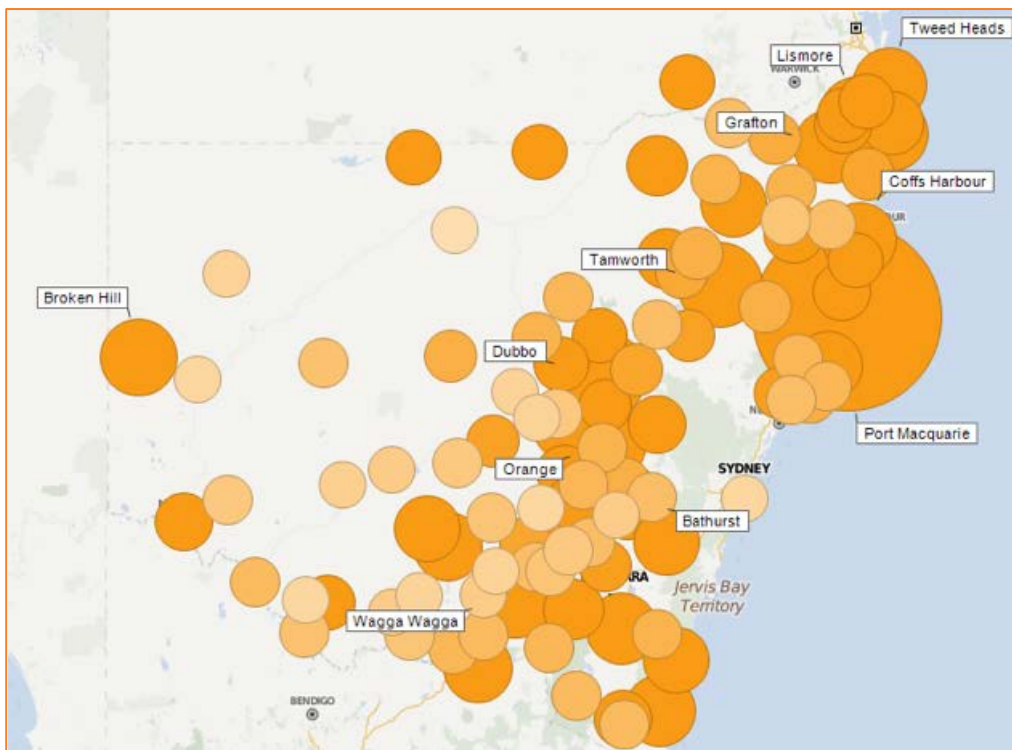
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1				1	2	3
2				4	5	6
3				7	8	9
4				10	11	12
5				13	14	15
6				16	17	18
7				19	20	21
8				22	23	24
9				25	26	27
10				28	29	30
11				31		
12						
13						
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19						
20						
21						
22						
23						
24						



1. Asset Map
2. Schedule
3. Work Pack

# Working Mobile

- > **3500 Devices**
  - 1600 iPads
  - 1900 iPhones
- > **107 Depots across NSW**
- > **8 Week Rollout**



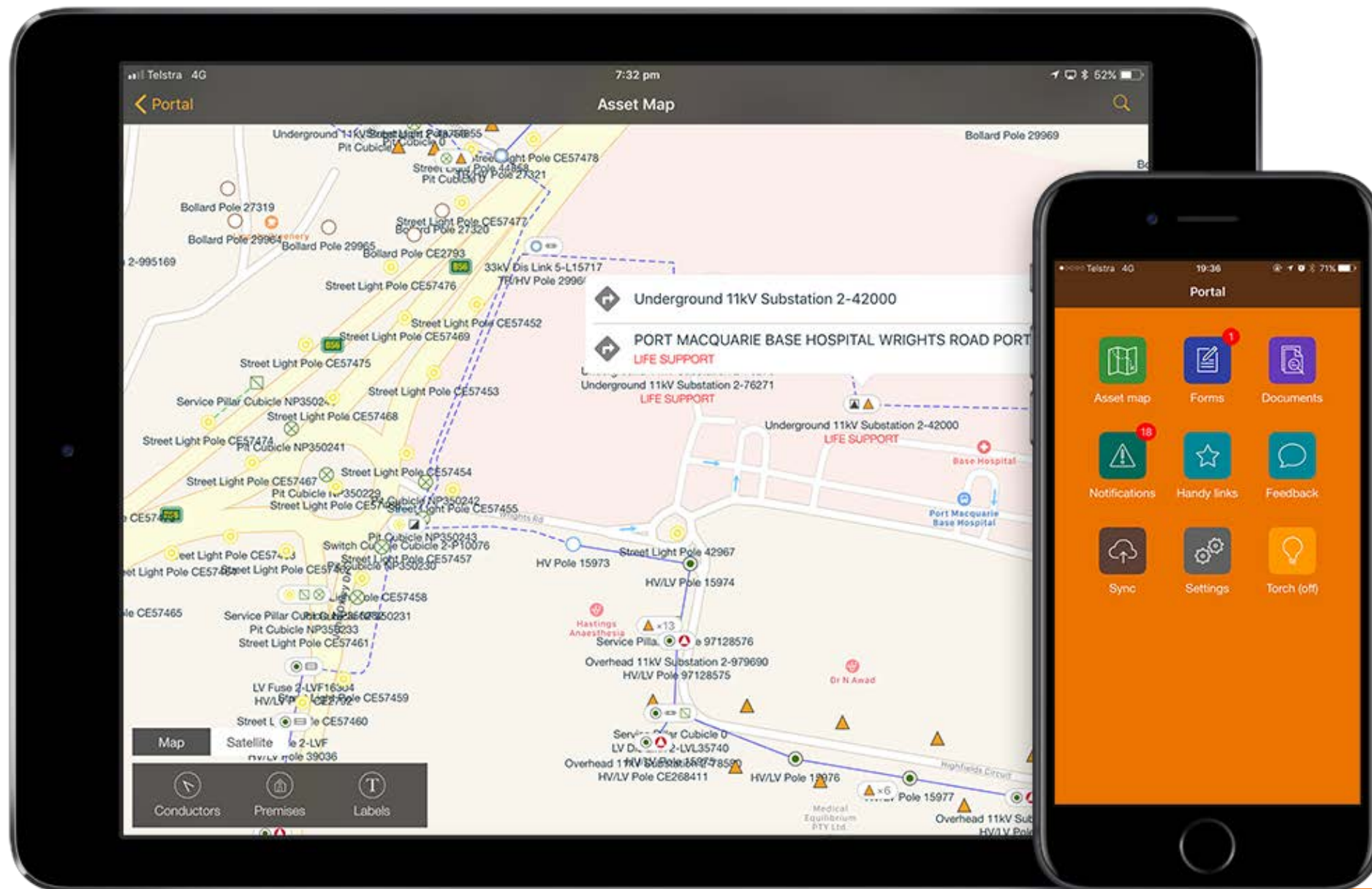
Clint Collins – March 16 at 6:12pm from iPhone

Bega today - where the technology has gone from Vintage to Extra Sharp!





# Our Hallmark App – The Field Portal

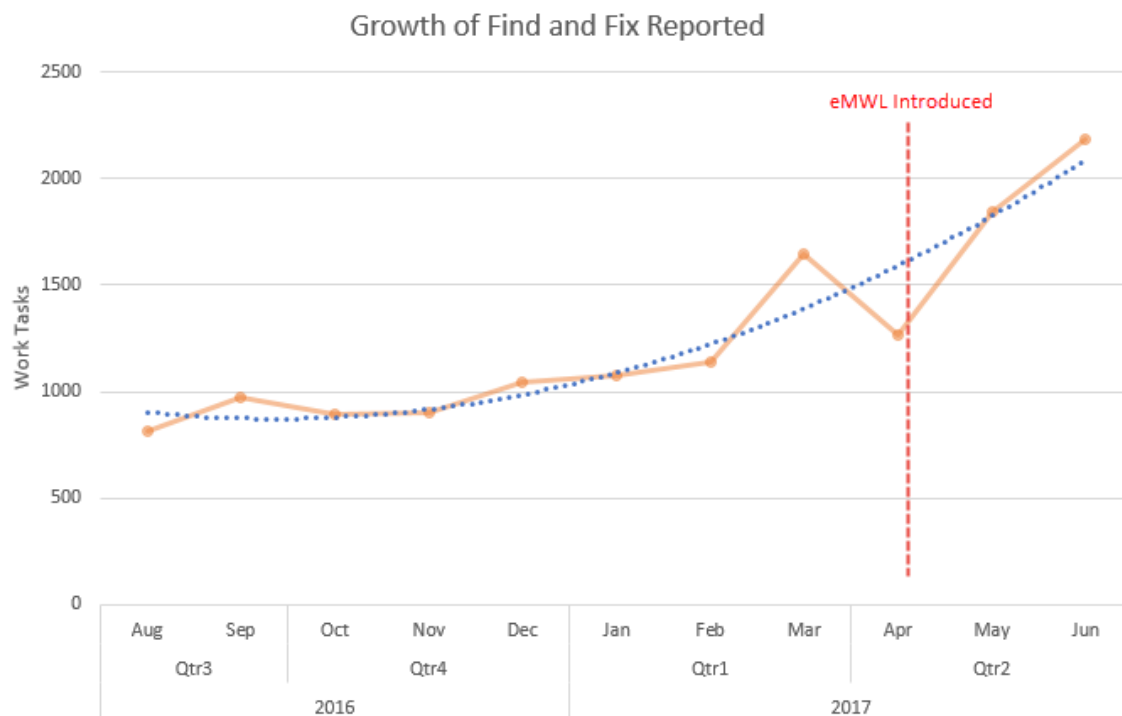


# iPADs in the Field



# eMWL – Electronic Maintenance Work Log

- > Previously a paper form, many works performed were not reported leading to skewed asset health data
- > 250% increase in reporting; better decisions



**eMWL**

The Electronic Maintenance Work Log (eMWL) form should be used to report defects and work tasks.

Where possible, tasks should be recorded against either the Pole (for OH tasks), Streetlight (for SL tasks) or the Cubicle/Pillar (for UG tasks).

If the eMWL contains incomplete or incorrect task details, the form will be returned to you and will require re-submission.

For any questions or feedback please contact Brad Thomas on (02)65886764 // 0432424321

**Form Details**

Reported By \* Clint Collins, Human Exp & Emerging Tech Lead

Reported Date \* 28 Jul 2017

Source Type \* Staff Reports

**Asset Details**

Asset \*

**Task Details**

Group \* N/A

Task \* N/A

Cause \* N/A

Severity \*

Failure Type \*

Asset Voltage \* Select the voltage for the asset (or asset component) that this task relates to. If there are multiple voltages, select the highest.

Task Completed \* Has the task been completed? Yes No

Photos Add one or more photos if required



# iPADs in the Field

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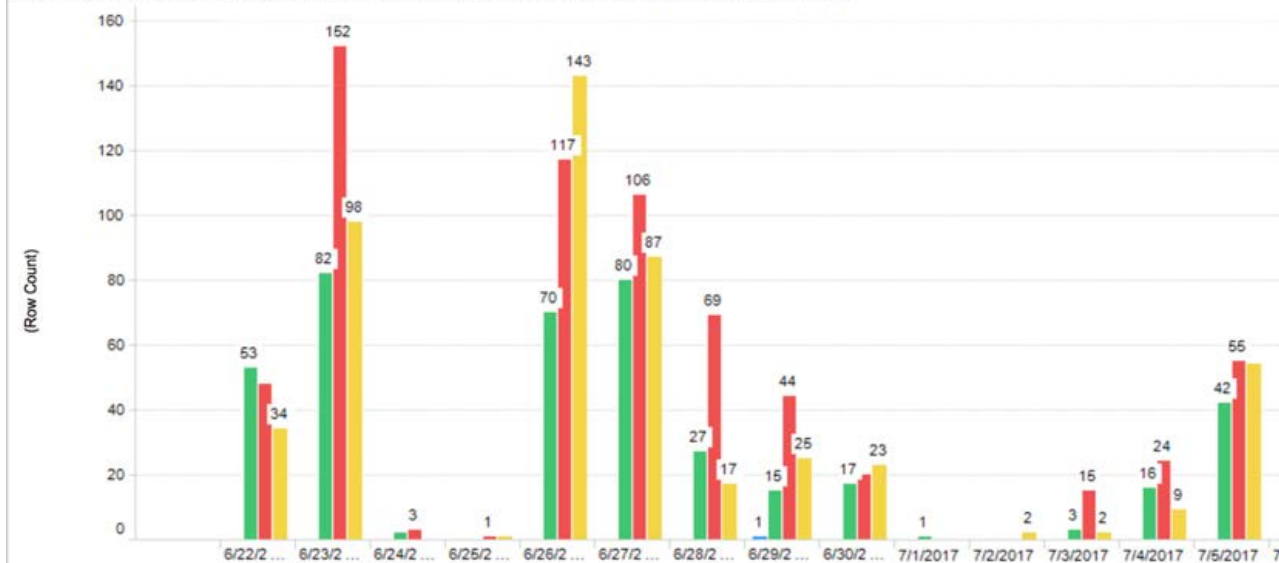


# Incident Response - Vehicle Weighing

- > All vehicles taken out of service until weighed
- > Need minimise operational impact
- > 100% vehicles weighed in 10 days (compared to 20% before iOS Devices)
- > Significant savings in administration and data entry

Weigh ins per day  
NOTE

Each vehicle is only represented once so when it is reweighed the result will move to the most recent weigh in.



**URGENT: VEHICLE WEIGHT CONFIRMATION REQUIRED ASAP**

**What's happening?**  
To ensure Essential Energy is complying with Roads and Maritime Service (RMS) regulations, all vehicle are required to be weighed ASAP.

**What do you need to do?**

1. Identified vehicle types are to be weighed at a registered public weighbridge prior to, or at the completion of, the commencement of planned work. Drivers are to fuel up vehicle and ensure it is in normal operating condition before proceeding to weighbridge.
2. Drivers are to obtain a weighbridge certificate documenting the required axle and total vehicle weights as per the attached briefing.
3. Payment is to be made by Corporate Credit Card (if no credit card facilities available obtain an invoice and forward to your local administration team member for processing)
4. Complete the eForm - Network Services Vehicle Weights and submit ASAP.
5. Project 456100 is to be used to capture costs that are over and above BAU.

**eForm Process Change**

1. Select Region -> Depot -> Custodian.
  - a. If vehicle does not appear against custodian name, contact the Fleet Coordinator.
  - b. Fleet Coordinator will advise the current recognised custodian.
2. Select rego.
3. Validate vehicle details returned.
4. Communicate any discrepancies via the form.
5. Proceed with current process.

**Further Information**  
Contact your Area Manager.

**Vehicle Details**

Region \*

Depot \* Unknown

Custodian \* Unknown

Registration \* Unknown

Make

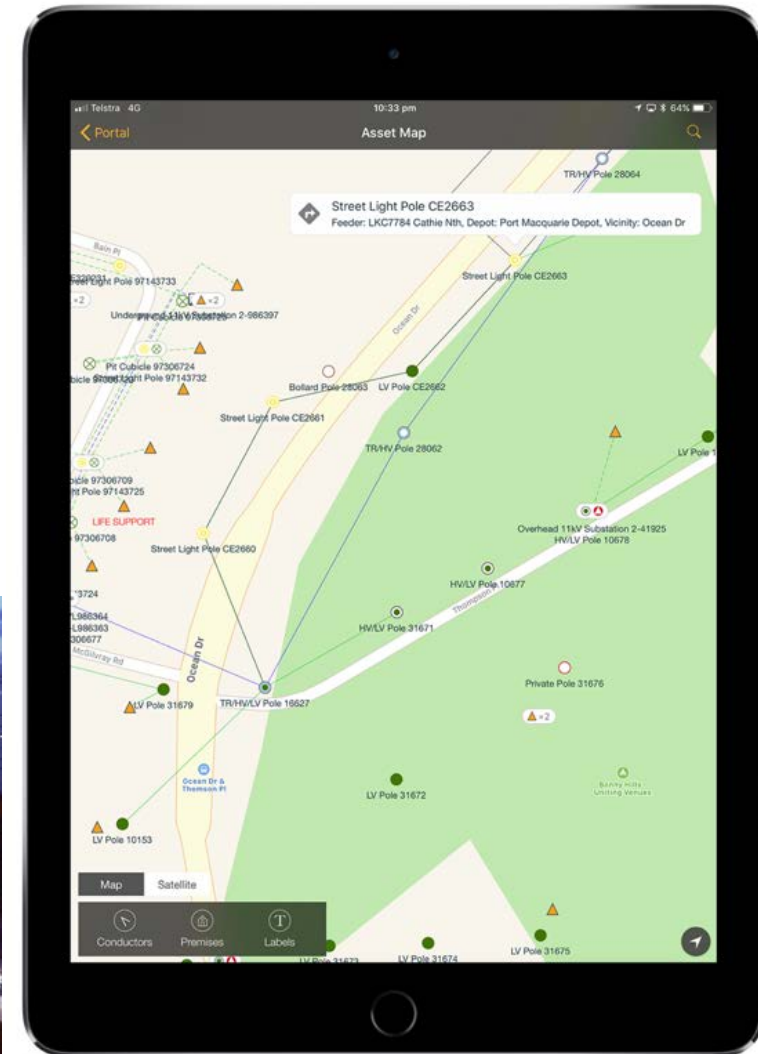
Model

Vehicle Variant

RMS Front Axle

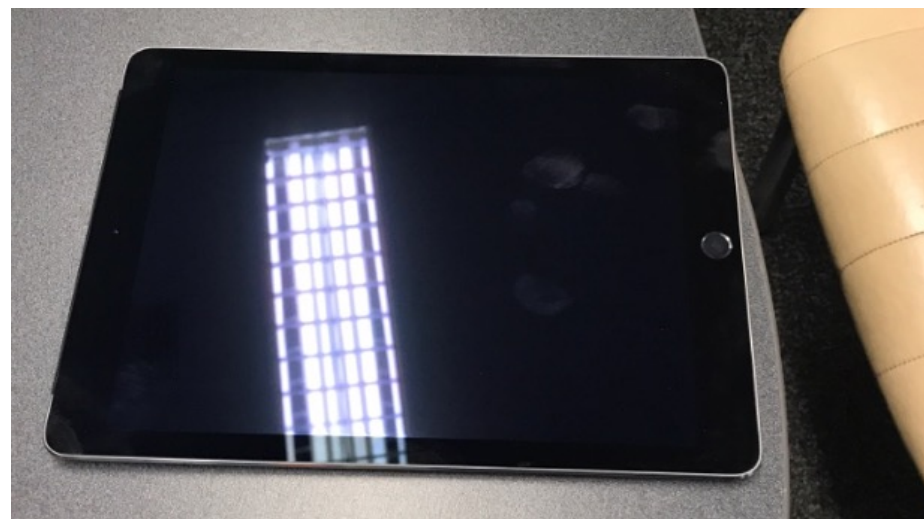
# Streetlight Inspection

- > Street Light inspectors were required to exit their vehicle to read Asset IDs
- > Inspectors can now remain in their vehicle, located Asset IDs and submit issues from their iPads
- > Significant increase in Safety and Productivity



# Not Just a Consumer Device

- > 2000 Windows Phone in 2016 (41%)
  - 828 requests for replacement
- > 3742 active iOS devices – (1.5%)
  - 10 HW Failures
  - 9 Cracked Screens
- > Field Employee left iPad on roof of vehicle
  - survived 100km/hr impact



## WHEN AND WHERE?

Incident Date *	Incident Time *	Location Type *
19/05/2017	0630	Public Road
Town (where incident occurred) *		Address (where incident occurred) *
WAGGA WAGGA RAAF/2651, Southern		Big Springs Road

## SAFETY REPORT

### Environmental Conditions

<b>Temperature</b> <input type="radio"/> Hot (30C+) <input checked="" type="radio"/> Temperate (15-30C) <input type="radio"/> Cold (15C or below) <input type="radio"/> Not applicable (e.g. indoors)	<b>Rainfall</b> <input checked="" type="radio"/> None <input type="radio"/> Light <input type="radio"/> Heavy rain <input type="radio"/> Not applicable (e.g. indoors)	<b>Visibility</b> <input type="radio"/> High (no impediments) <input checked="" type="radio"/> Medium (light fog, rain or mist) <input type="radio"/> Low (heavy fog, rain, mist or nightfall) <input type="radio"/> Not applicable (e.g. indoors)	<b>Wind</b> <input checked="" type="radio"/> Light <input type="radio"/> Moderate <input type="radio"/> Heavy <input type="radio"/> Not applicable (e.g. indoors)
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## WHAT HAPPENED?

### Detailed Description of Incident \*

Coming to work I have placed my iPad on top of my ute to run back inside to fetch my keys. When returning to the vehicle I have forgot to retrieve my iPad from the roof. It has lasted on the roof for 6 kms doing 100 kph before becoming dislodging from the roof hitting the road and sliding down an embankment. The iPad survived without a scratch with assistance of the heavy duty cover. After loosing it and discussing with staff we thought it may be helpful if some form of essential energy sticker was on the iPad in case somebody picked it up and would like to return it. Also we want to make sure that everyone has find my i phone installed as the iPad would not have been located without this app also that the cases are installed on all iPads.



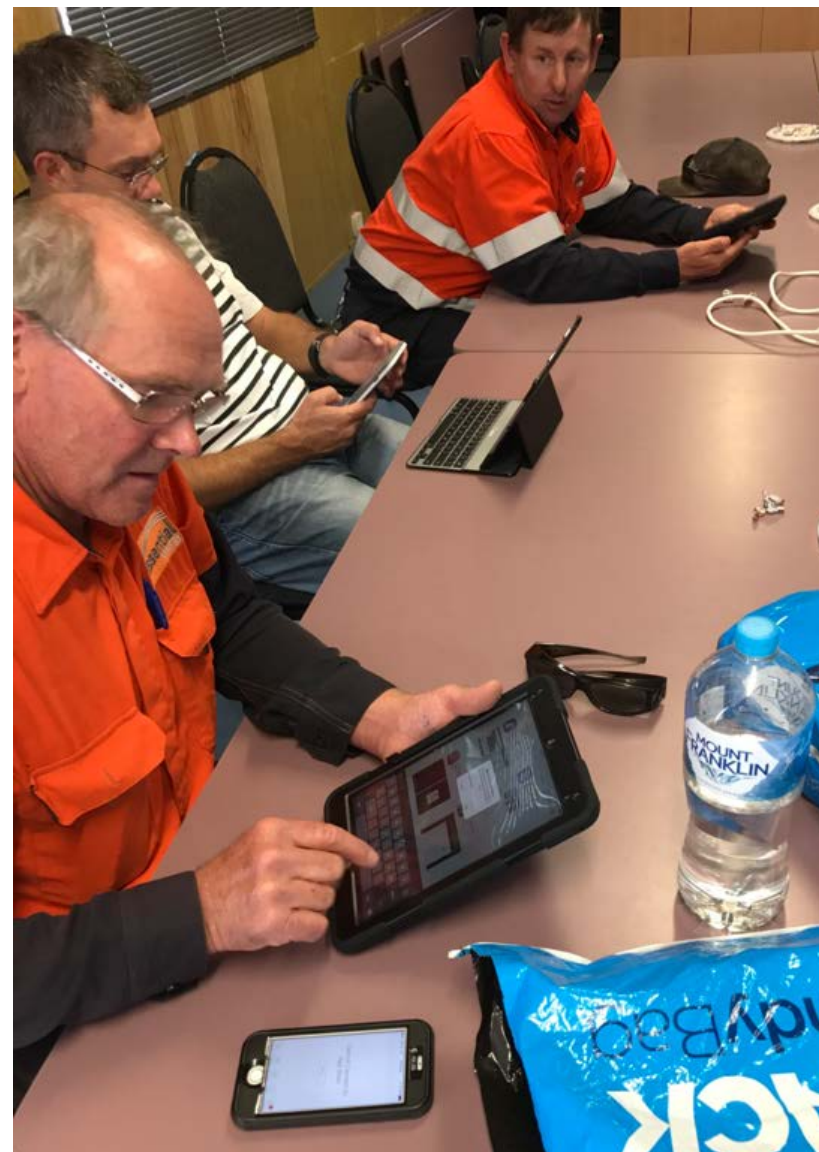
# What worked? What could we have done better?

## What worked?

- > Face to face rollout – Meeting great people and building relationships
- > Investing in solid device protection

## What could we have done better?

- > Choosing our MDM more wisely
- > Creating/testing Apple IDs in advance
- > Migrating personal contacts from old Nokia phones is PAINFUL!

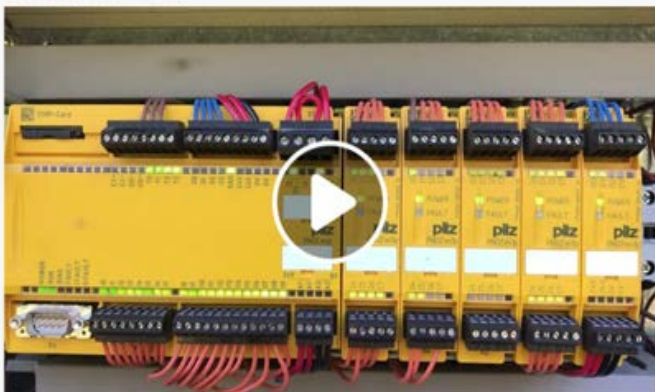




# Outstanding in the Field



**David Griffith** The EWP I was using while working away from my area for a fortnight had major electrical problems!!!!  
The iPhone was a game changer in getting the EWP temporarily running for the remaining time working away.  
I was in constant communication with "Redmond Gary Australia" in Queensland. Together we came up with filming the problems I had and Email it to the technician so he could diagnose the problems.  
After sending the footage, the next morning an email came through to me on my iPhone with a list of things it could of been and how to overcome them.  
This is only one example how iPhones have saved the company loads of time and money. Not having a 23t EWP towed from a remote rural area to have repaired in an area without the experience working on this equipment, let alone the down time.



Love · Reply · 3 · 23 July at 10:09

Andrew Rajkovic 5/5 6:51 PM

Being part of Mobility was fun  
It kept us busy as we fixed problems on the run  
Solutions were plenty and mindsets were won  
We delivered the devices with service second to none  
Driving long vistas or riding in Cessnas  
Working long hours to meet up with Out-of-Towners  
We've left them with smiles and a device to navigate miles  
From barren west plains to picturesque isles  
We showed the true face of helpful eTech



Working Mobile

NEW CONVERSATIONS

ALL CONVERSATIONS

FILES

NOTES

Q SEARCH



**Justin McDean** Follow · April 3 at 8:41pm from iPad

Would just like to give some feedback on the iDevices. The last few days Hastings Hunter crews have been involved in the storm response on the North coast. This event provided the perfect opportunity to really use and rely on the new devices. They have made a big impact in our ability to navigate and communicate with each other when working out of area. Having the field portal asset maps and being able to communicate with others using the same platform through text/email while in the field has been great, and this has removed some of the confusion these events can create. As development continues and more tools become available these devices will be even more useful for travelling crews.



**Glen Clarke** From an operators point, on numerous occasions field staff have sent photos and videos of fault conditions to assist me in making appreciations of fault conditions and required reactions. This has been very helpful and I hope this can continue

Tree across hv mains, we de-energised line and I asked if we needed to isolate and earth? He seemed unsure then replied back that he thinks he will. I asked for a photo and he sent this. Well done to him as he made the right choice



**Stephen Borchart** feeling happy in Moonee Beach, New South Wales, Australia.

10 hrs

How's your Friday looking?



**Garry Worth** After updating my work computer I lost the capability of adding photos to my defects so out came the iPhone for reporting major defects such as this destroyed insulator



**David Griffith** The implementation of iPads & iPhones, allows all staff to be connected to everyone within our company at our fingertips 24/7. It gives everyone a platform to voice their opinion and maybe get a thumbs up!!!!!! In the field you have control of all elements to get the job done. When you hit a SNAG in your days work you have complete confidence you can overcome anything with INSTANT communication/information on hand.



# Where To Next?

- > Field Switching
- > Workforce Scheduling
- > Enterprise Social Network
- > Multipoint Video Conferencing
- > Augmented Reality
- > Live Event Streaming
- > Supply Chain Workflow
- > Asset Maintenance Workflow
- > Legacy Application Delivery
- > 30+ apps in development pipeline



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11<sup>th</sup> Annual



Field Service Management

2019

16 - 17 April, 2019

The Hilton, Sydney

[fsmaustralia.iqpc.com.au](http://fsmaustralia.iqpc.com.au)

# Past Presentation Packet

If you're interested in attending the 11th Field Service Management in 2019, please find our details below to receive more information!

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