

**FSM SNAPSHOT:
HOW DIFFERENT
INDUSTRIES ARE
INNOVATING
THEIR FIELD
SERVICES**

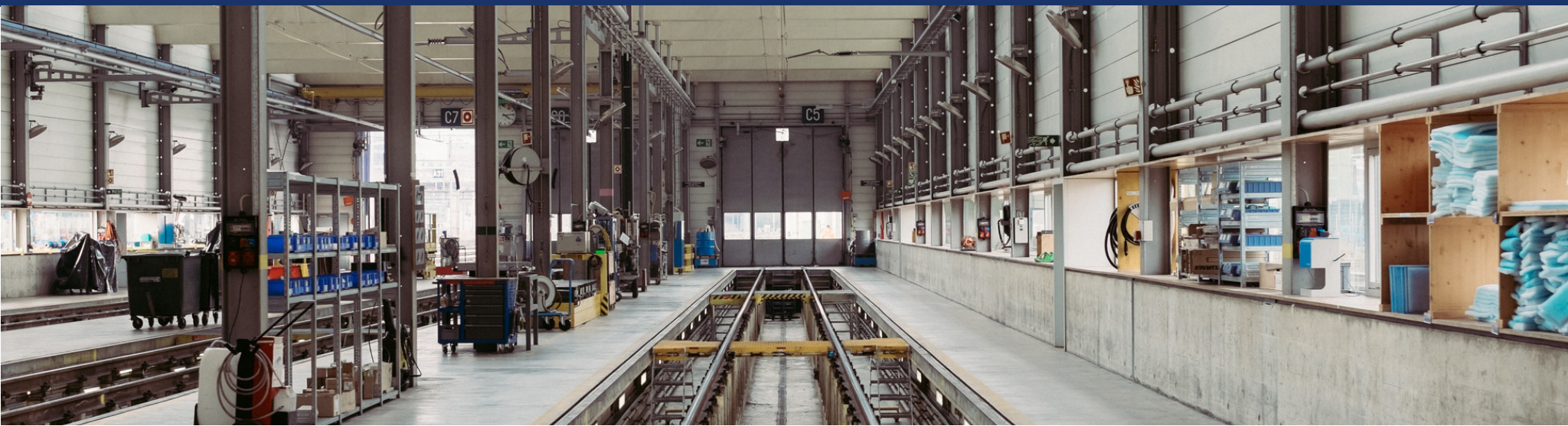




It's no secret that technology is transforming how companies are interacting with customers on a daily basis. 89% of customers want an "Uber-like" technician tracking service, with 86% willing to pay more for a better scheduling process.

The rapidly changing mobile landscape presents field service industries with unique opportunities to simultaneously automate technologies and reduce costs all the while enhancing the customer/client experience.

Ahead of **Field Service Management 2017** we take a look at the strategies different industries -from aviation to manufacturing and utilities - are employing to combat field services challenges, streamline processes, and improve the customer experience.



Insights with Michael Davey, National Field Service Manager

Strategies

- **OSP Application**
- **Mobile asset management**

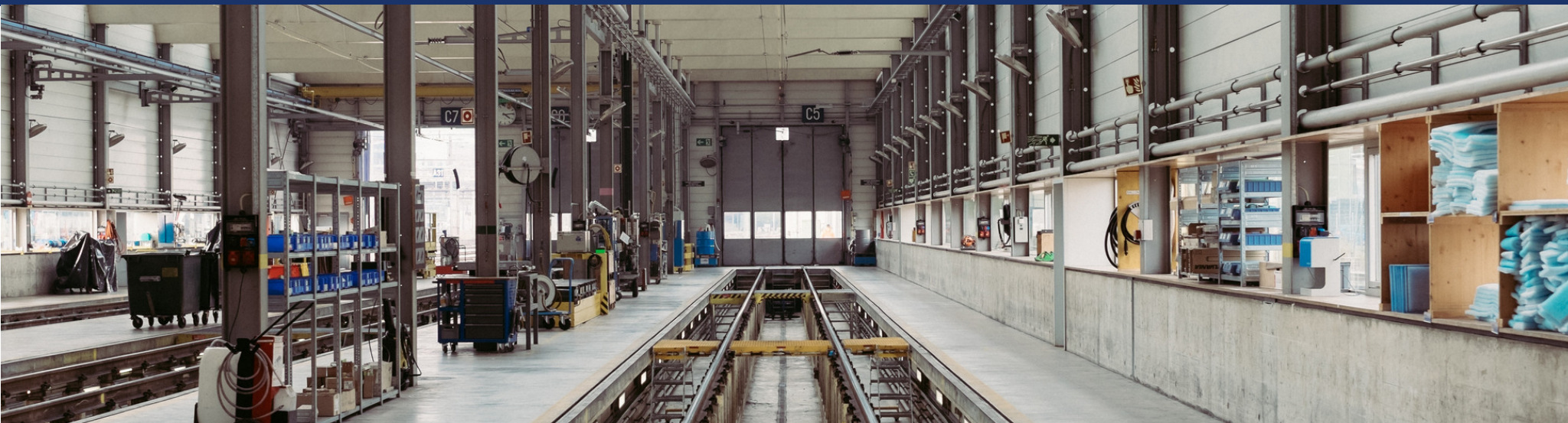
“We’ve managed to successfully improve transparency and visibility of our technician's daily activity through the Field Service Manager's OSP app.

Traditionally, managers have spent too long in the office on their PCs, and as a result, are not able to do their usual tasks such as route rides, sales updates and tech training.

Using the OSP platform we’ve been able to develop an app that

allows managers to be in the field, yet still have access to the following:

- **What orders are allocated to each shift**
- **If a technician is listed ‘on shift’ they’re completing orders**
- **If the technician falls more than a specified time behind schedule the team leader is subsequently notified**
- **View current schedules by state and by team leader**
- **Active notifications of planning violations**
- **Sick leave management functionality**



Insights with Michael Davey, National Field Service Manager

"In further looking to streamline our field service capabilities we updated our obsolete mobile asset strategy and brought in **SAP's Syclo platform as the primary mobility system**, along with a route mobilisation app for our infield technicians, created by a company called Ortec.

We've been working closely with our counterpart in the United States to implement new enhancements and equip every service manager with an app on their iPhone. It shows where every technician is, what they're doing at one particular time, what jobs they've got on, and if they're going to miss an SLA. **This is not independent either; it leads directly back to the SAP server and to our main infrastructure.**

Further to this, all our technicians can now manage their inventory more

accurately through flexible communication.

For example, if Technician A is on a job and doesn't have a specific piece of equipment, he's able to examine the inventory of Technician B and transfer stock to his own van by logging a receipt.

This capability is embedded within the Toughbook hardware which our technicians carry – it's simply a matter of logging in and reviewing available parts from stock in the field. Every piece of equipment has a bill of materials on it making it all very simple.

12 months into this program, results are the best they've been in five years."



Insights with Luke Jenner, General Manager of Network Services

Strategies

- **Mobile Workforce Management System**
- **Real-time Maintenance Alerts**

“About nine months ago we embarked on a greenfield implementation of a mobile workforce management system – which was a huge shift from our extremely out-dated manual paper-based processes. We went with Apple devices, iPhones and iPads etc. then developed an in-house app that gives our guys in the field access to network maps in real-time along with other basic things.

We’re also in the final stages of selecting enterprise software solutions, from your usual suspects, Quickmobile and Oracle, which

we’re hoping will greatly help with efficiency and maintenance. From these software solutions one of the key benefits we’re looking to get out of the system is being able to **update our webpage in real-time**.

So when a technician gets on site they can log on to their device and update our website with real-time maintenance alerts, which will be great for our customers.

The **big challenge for us, that urban distributors don’t face, is that we have a significant part of our network that has no communications coverage**. So we’re reliant on mobile devices for 3G and 4G connectivity, but these networks don’t have 100% coverage by any stretch of the



Insights with Luke Jenner, General Manager of Network Services

So we've had to put a lot of effort into making sure that any of the mobile solutions that we implement can work offline as well as online.

So when selecting devices, we've chosen iPhones and iPads with 128GB of RAM so we can have our entire network map on there and be able to cache data on the device, because a lot of the time our field service guys will be operating out of communications range.

At the moment we're still in the process of rolling out these devices and systems – as you can imagine, **with 2000 staff, across 100 locations, covering over 800,000 square kilometres of land**, it's definitely not a quick process.



Insights with Dave Kelly, Manager of Maintenance Operations

Strategies

- **Ipad Software Solutions**
- **GPS Asset Management Tracking**

“A trial involving 200 iPads is currently underway at Qantas, aimed at understanding how effective consumer mobility solutions are for aviation field services.

We all know they're effective, but we're also struggling to come up with a business case to make them work.

This is partly due to the issue of connectivity, some of it is all around the data charges, not because there's a high number of 'connectivity black black spots,' but an expensive rollout for

multiple people because a lot of the coverage extends across 3G and 4G.

As we don't own the airports, we can't provide WiFi coverage at all the different airports with enough access points, because these points have a limited range.

Due to limited range Qantas would then require multiple access points – and that involves extensive infrastructure costs. While the ideal coverage would be 4G connectivity, there are monthly financial commitments with the major telcos that would need to be addressed. We know it's worth doing, but we're trying to find a simpler solution that has fewer overheads and less chance of errors.



Insights with Dave Kelly, Manager of Maintenance Operations

At the same time, more investment is being considered for geographic positioning systems (GPS), or 'location devices.'

We see the GPS functionality as an extension of the iPad investment. For example, the ability to identify where specific variants of commonly-used assets are – even something simple like a certain-sized ladder. **If we can use cheap, lightweight GPS tracking devices for these assets – especially expensive items – it can save us a lot of time and productivity.** Airports are often huge places after all.

Like most other industries, field service mobility is an evolving maintenance and operational function. While technology is a clear

enabler in the equation, there's also careful consideration towards how new systems can be integrated and managed.

The investment into field service is helping us move from a centralised information approach to a point of acquittal compliance."



Insights with Stephanie Forsmann, Information Systems Operations Manager & Melissa Young, Business Systems Support Officer

Strategies

- **Workforce Management System**
- **Customer Operations Hub**

"Currently Sydney Water has a fully integrated workforce management system (FRM) that enables the electronic transfer of information to and from field staff using wireless technology and mobile computing devices.

Field staff use FRM to receive, process and complete work orders in the field. It allows them to [view GIS maps in the field and capture asset locations and affected properties for rebate purposes](#). Field

staff can also [receive safety alerts and access to documents such as safe work method statements on their mobile device](#) while working in the field. FRM is also used as a management tool to monitor work order progress, and coordinate the dispatch of planned and reactive work orders.

The current FRM solution is an Advantex solution integrated with our corporate Works and Asset Management System Maximo and our corporate GIS GE Smallworld, utilising a Tensing product for the field which runs on the Panasonic Toughbooks our staff are equipped with.

We're currently in the process of replacing the current technology with Click Solution to provide improved capability for a modern mobile



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workforce. The new software, running on Windows tablets, will provide extra mobile functionality for our field staff.

We're also in the early stages of starting a new project – the construction of a **new Customer Operations Hub that will be an 'intelligent' operations centre** - managing fault or outage repairs from beginning to end.

The new COH will integrate new data analytic software that will allow us to forecast service interruptions – **shifting our servicing from the reactive to the proactive** and will additionally allow our contact centre to receive continuous real-time updates on the progress of maintenance which can be relayed quickly to our customers.

FIELD SERVICE MANAGEMENT 2017



If you'd like to hear more about field service strategies from Sydney Water, Essential Energy, and Coca-Cola Amatil then join us at **Field Service Management 2017**.

FSM 2017 brings together over 20 speakers from around Australia and New Zealand all at varying stages of their field service journey, and all eager to share their insights, challenges and strategies.

For special early bird prices and to secure your ticket to the **FSM 2017** event held in Sydney on March 15th – 16th simply fill in the **form** and send it to **registration@iqpc.com.au**