ABB is pleased to announce the general availability of Service Suite 9.5, the latest release of our mobile workforce management solution.

This exciting new release includes the following enhancements:

**Mobility**

**FieldWorker tablet app enhancements**
Enhancements include new capabilities that improve technician efficiency and data capture (e.g., barcode scanning) and reduce mobility deployment costs with the ability to download our apps from the Apple and Windows app stores. We’ve also added support for Windows 10.

**WireGuard**
WireGuard is a new iPhone app designed to improve safety and restoration times related to wire down situations. Technicians (including in-house, contractors and mutual aid) easily provide real-time updates to the back office when securing a line-down site.

**Scheduling / Dispatch**

**Capacity Administrator**
Capacity Administrator enables customers to better plan for workload demands by effectively controlling the amount of work accepted at a bulk level (e.g., inspections vs. repairs vs. installs) when compared to the available capacity.

**Order view summary window**
This is a new dispatch window designed for maintenance and inspection, filler or compliance work; it enables dispatchers to make decisions faster and easier when assigning work to mobile users. We’ve added scroll bars, a sort-by column, page totals and a new “Google-like” search capability!

**Service Suite – Mobile Workforce Analytics**

Also generally available now is the first version of Service Suite – Mobile Workforce Analytics on the new Microsoft analytics platform. The new analytics offering is designed to provide customers with a rich set of dashboards and KPI’s to help provide greater business insights and drive improved decision making. Modules include:

**Work Management**
Work Management provides insights into how work is managed including dashboards for Work Volume, Work Backlog and Commitments Met.

**Field Force Management**
Field Force Management measures workforce performance and productivity against established baselines, and tracks improvements on an ongoing basis.

**Integration**
Released in March, the Service Suite Adapter for SAP® ERP 1.0 is an SAP-certified adapter that provides an integration path between Service Suite and SAP, reducing complexity, risk and costs for project upgrades.

Service Suite 9.5 continues the supported outage management integration to the latest version of ABB's Network Manager ADMS, which reduces customer integration costs, lowers implementation risks and improves outage response capabilities.

**More information**
For more information on Service Suite 9.5, [click here](#). If you have any questions or if you’re interested in learning more about version 9.5, please contact your account executive or customer advocate. Watch for an upcoming announcement of the Service Suite 9.5 roadmap webinar, which will include a demonstration of the latest features!