

VENTYX MOBILE WORKFORCE MANAGEMENT



Service Suite for Water Utilities

SERVICE SUITE Expertise

No other mobile workforce management provider knows water utility field work like Ventyx.

That's why more water utilities partner with the Service Suite Team than any other MWFM provider in the world.

In collaboration with leading fresh and waste water utilities around the world, today's Service Suite is designed specifically for the unique challenges of utility field operation teams. Helping them "do more with less", increase customer satisfaction, and proactively prevent leakage loss while reducing costs by working smarter.

Working Smarter

- To maximize productivity, field operations teams need to accurately forecast field force demand, incorporate contractor workforces, create optimized schedules, and have intuitive, modern mobile applications
- To respond faster to urgent work, dispatchers need solutions that automatically handle routine work so they're free to focus on exceptional events
- To delight their customers and do the job right the first time, field technicians need mobile applications that guide them through your unique business processes
- To manage customer commitments while proactively maintaining aging asset infrastructure, managers need to strike a balance between ensuring must-do work is optimally assigned and intelligently dispatching filler work

SUCCESS REQUIRES THE RIGHT TEAM AND THE RIGHT SOFTWARE

The Right Team

Working with the Service Suite Team is about long- term partnership. The Service Suite solution - the software, services and roadmap - has been developed in collaboration with the largest and most progressive group of utilities in the world. Our drive for continuous innovation in all aspects of the solution has kept our clients loyal and committed – many have been with us for decades. This means you can guarantee your success by choosing the team with the industry's deepest expertise.

The Right Software

Service Suite is the last MWFM solution you will buy. Over 100,000 mobile technicians and their dispatchers use Service Suite everyday - the net effect of all their feedback is a comprehensive, intuitive solution proven to increase productivity and reduce cost. Service Suite provides the tools you need to operate and transform a 21st century field force.

Do More With Less

- Enforce optimal work practices
- Single enterprise solution for all work types
- 10% - 30% more jobs completed per day
- 10% - 40% response time improvement
- 40% fewer customer complaints



SERVICE SUITE TOOL SET

FORECASTING WORK DEMAND

Service Suite's unique self-learning Forecasting module enables accurate predictions of future field work demand including the ability to evaluate and apply external factors that influence workload demand.

OPTIMAL SCHEDULING & ROUTING

Throughout the day, Service Suite Scheduling continuously and automatically optimizes the workload, taking into account unexpected events to ensure the most efficient assignments and routes. Configurable parameters allow managers to tailor strategies to different segments of the business. The result is tight schedules with predictable ETAs.

CONFIDENT APPOINTMENT BOOKING

Service Suite Appointment Booking enables CSRs to confidently offer same-day and future appointments knowing commitments will be fulfilled. Whether booked by CSRs or using a self-service portal, booking is fast, easy, and optimized based on configurable business requirements.

EFFECTIVE DISPATCH

Dispatchers have real-time views and control of the entire enterprise - across geographies and across business lines. Continuous optimization frees dispatchers to perform the highest value work: managing emergencies and exceptions.

MOBILITY FOR THE 21ST CENTURY

Service Suite Mobile innovates customer and asset care by transforming the way technicians' process orders. Configurable workflows allow you to create guided, standardized processes for each work type. Simultaneous support of multiple platforms means each technician uses the right device with exactly the tools they need. Real-time access to the back office enables technicians to respond directly to customer requests in the field. The result is empowered customer service.

TOTAL INTERACTIVE CONFIGURABILITY

We don't believe in customization, we believe in configuration. Every Service Suite release furthers our commitment to give clients total flexibility, low project risk, fast deployment, low total cost of ownership, and the power to change their system. From unlimited data fields to configurable interface messages and interactive scheduling parameters, Service Suite accommodates all your work, across all your business lines and geographies.

BUSINESS INTELLIGENCE

Developed specifically for analyzing field operations, Service Suite's business intelligence tools are used by executives, managers, and dispatchers for both real-time and historical information. From the enterprise level to the technician level, Service Suite helps you work smarter by providing insight into what's happening and why.

SIMPLIFIED APPLICATION INTEGRATION

Service Suite offers flexible integration using web services with standard business process-based messaging. As part our drive towards "Total Interactive Configurability", only Service Suite offers the ability to add and edit host integration messages. Through configuration, Service Suite reduces the risk and complexity of integration and provides what you need to connect your business.

ABOUT VENTYX

Ventyx, an ABB company, is a leading business solutions provider offering software, data and advisory services. Ventyx offerings comprise a broad range of solutions to address the most critical needs of utility, power and communications companies, including asset management, customer care, energy analytics, energy operations, energy trading and risk management, equipment reliability, mobile workforce management, network management and operational decision-making.

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