Service Suite
Work smarter with the mobile solution designed for utility field work.
A comprehensive mobile solution for all types of work across all technicians
Short- to long-cycle; electric, gas and water utilities

Field work challenges

To maximise productivity, field operations teams need to accurately forecast demand, incorporate all technicians including contractors, create optimised schedules, and have intuitive modern mobile applications.

To respond faster to emergencies, dispatchers need solutions that automatically handle routine work so they’re free to focus on exceptional events.

To make smarter decisions and service customer issues faster, field technicians need real-time access to back office systems using a mobile application that works seamlessly across any type of device – be it smartphone, tablet or laptop.

To manage customer commitments while proactively maintaining an aging asset infrastructure, managers need to strike a balance between ensuring ‘must-do’ work is optimally scheduled, and maintenance or ‘filler’ work is intelligently assigned.

The ABB solution

Service Suite has been developed in collaboration with the largest and most progressive group of utilities in the world to address the unique challenges of utility field operation teams. ABB’s deep domain expertise, coupled with a rich heritage of successful implementations, results in the most functionally-rich mobile workforce management solution in the utility industry. With Service Suite, utilities can optimise productivity, increase customer satisfaction and proactively maintain essential assets while reducing costs.

Service Suite is a single enterprise solution for every stage of the mobile workflow process:

- **Forecast**: Plan/predict future demand for long-term budget plans and short-term operational plans
- **Schedule**: Plan, optimise, schedule and auto-assign all work across all field technicians
- **Dispatch**: Monitor field progress in real time; manage exceptions and emergencies
- **Execute**: All types of work, from short-cycle to long-cycle and complex work
- **Analyse**: Turn operational data into actionable insights to drive industry best practices and processes

ABB’s drive for continuous innovation in all aspects of the solution has kept our clients loyal and committed – many have been with ABB for decades.

The smarter choice

Tens of thousands of mobile technicians and their dispatchers use Service Suite every day. Service Suite provides the tools you need to operate and transform your field workforce, delivering:

- 10−30% more jobs completed per day
- 10−40% response time improvement
- 40% fewer customer complaints
- 5-10% reduction in technician drive time
- 30%-50% reduction in time planning and assigning work
## Service Suite tool set

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tr>
<td><strong>Forecasting work demand</strong></td>
<td>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 (e.g., weather patterns, historical workload, staff augmentation, etc.).</td>
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<td><strong>Optimal scheduling and routing</strong></td>
<td>Throughout the day, Service Suite Scheduling continuously and automatically optimises 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.</td>
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<td><strong>Confident appointment booking</strong></td>
<td>Service Suite Appointment Booking enables customer service representatives (CSRs) to confidently offer same-day and future appointments knowing commitments will be fulfilled. Whether booked by CSRs or using the customer self-serve booking portal, booking is fast, easy and optimised based on configurable business requirements.</td>
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<td><strong>Effective dispatch</strong></td>
<td>With Service Suite, dispatchers have real-time views and control of the entire enterprise – across geographies and across business lines. Continuous optimisation takes care of routine calls and frees dispatchers to perform the highest-value work: managing emergencies and exceptions.</td>
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<td><strong>World-class mobility</strong></td>
<td>Service Suite innovates customer care and asset maintenance by transforming the way technicians process orders. Configurable workflows allow users to create guided, standardised processes for each work type. Support for smartphones, tablets and laptops means each technician can use the right device(s) based on the type of work they perform. Real-time access to the back office enables technicians to respond directly to customer requests in the field. The result is empowered customer service and optimised asset maintenance.</td>
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<td><strong>Total interactive configurability</strong></td>
<td>Like our customers, ABB values configuration over customisation. 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.</td>
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<td><strong>Business intelligence</strong></td>
<td>Developed specifically for analysing 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 utilities work smarter by providing insight into what’s happening and why.</td>
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<td><strong>Simplified application integration</strong></td>
<td>Service Suite offers flexible integration using web services with standard business process-based messaging. As part ABB’s drive towards ‘total interactive configurability’, only Service Suite offers the ability to add and edit host integration messages. Through configuration and standard adapters to several different host systems, Service Suite reduces the risk and complexity of integration and provides what you need to connect your business.</td>
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