

WORKFORCE MANAGEMENT

With ever-changing field requirements in mind, Olameter has developed a framework that can quickly adapt to evolving field data collection strategies.



Olameter's *onService* Workforce Management Solution has been built to handle a variety of mobile service order requirements, focusing mainly on utility industry requirements, and offering a suite of pre-developed service order templates capable of handling a full extent of utility field functions.

Leveraging extensive in-field and IT experience, Olameter built *onService* to allow for rapid, simple deployment, allowing clients to benefit from the technology when it is required without large-scale investment and long-term commitment in hardware, software and operating costs. Offered as a software license or a hosted

monthly service, *onService* delivers cost-efficient management of field activities. A hosted *onService* offering can include all the necessary handheld devices, charging cradles, accessories, software, and dispatching and integration services for one low monthly fee.

Olameter's *onService* solution can be contracted to equip your field personnel, or can be used by our Field Service Representatives (FSRs) as a value-add to other in-field services, such as meter exchanges or collections.

onService assists clients in optimizing business processes related to field data collection, reporting, and analysis.

CUSTOM BUILT FOR UTILITIES

onService facilitates easy adaptation to the business needs and processes of our clients. With ever-changing field requirements in mind, we have developed a framework that can quickly adapt to evolving field data collection strategies. With the ability to create custom reports and extracts, and flexible customization of the business logic on the handheld, we are confident the product will efficiently adapt to any utility field requirements today and into the future.

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RELIABLE EQUIPMENT & PERIPHERALS

While *onService* can be deployed on any handheld with a Windows Mobile 5 or higher platform, Olameter has chosen the Motorola MC series hardware line for application deployment, and offers this hardware to utilities choosing our leasing option. Olameter's equipment evaluation included careful consideration of battery life, device speed, and operating temperature to eliminate device issues in the most extreme environments. The modular keypad, rugged touch panel, and easy-to-read display provide field personnel with maximum efficiency and comfort.

This equipment also includes built-in cameras, Bluetooth, WiFi, and barcode scanning, with models available that include built-in GSM phone/data capabilities and GPS. The Motorola handheld architecture allows for many third-party snap-on peripherals. All information captured by peripheral devices is auto-filled or associated directly with the service order.

DATA TRANSFER, DISPATCHING & INTEGRATION

Data transfers are established through an XML API or flat file, using a secured transfer method. The flat-file interface format simplifies integration and provides seamless transfers of field data between *onService* and the client's Billing/CIS system. More complex integration can be established through the use of our API, and Olameter can assist with integrating other back-office systems.

Service order data is loaded into the *onService* web head-end and dispatched to FSRs through evaluation of classifications, such as available equipment, skill sets, territories, and FSR schedules. These criteria (and others that can be defined by the utility) are used to ensure orders are sent to the correctly located and qualified FSR.

DATA PROTECTION

Olameter's WFM Solution has been customized to prevent in-field data loss. The equipment has ample memory to store hundreds of work orders, and our security features restrict field personnel's access to deleting or altering data that has been collected with their handheld equipment. Data purging occurs at the server level once the equipment has been successfully synchronized. The handheld battery system also provides several levels of redundancy to identify low battery conditions and ensure data integrity is preserved under any conditions.

Key benefits:

- Eliminate reliance on paperwork
- Collect timely and accurate field data
- Optimize field service processes
- Decrease service order completion latency for back-office processes
- Increase data import and export rates
- Capture reliable data with built-in and snap-on peripherals
- Report and monitor key metrics for field operations
- Increase customer satisfaction

Olameter's Workforce Management Solution can assist you with:

- › Field Installations, Service and Maintenance
- › Time and Materials Management
- › Work Site Safety and Security
- › Project Management
- › Service Order Management
- › Site Inspections