Oracle Field Service Cloud for Facilities Management Organisations

Providing Profitable Customer Service
Maintaining contract margins means you will grow and profit

Your support processes and systems are all in place. Your sales and marketing teams are winning new business and growing the organization. Your contract costing model is superior to the competition.

Achieving this success has required significant investment of both time and money. The last thing you want is to lose those hard-won contracts when they come up for renewal as a result of poor customer service. Your on-site service teams are the main point of interaction with your customers and you need to ensure they are operating with accurate, timely information in a manner that meets your corporate goals as well as the customer needs. How do you do that? Simply put, by exceeding your customer’s expectations for on-site service. Oracle Field Service Cloud will get you there.

Ultimately, consistency, accuracy and responsiveness drive customer satisfaction. You can’t afford to let inefficiencies and unplanned events lead to non-compliance, missed SLA’s or worse, disruption to your customer’s business. In today’s increasingly competitive market, those mistakes may result in your customer choosing not to renew their contract. Research shows that increasing renewal rates by as little as 5% can increase profit by as much as 75%. Take control of your on-site teams to ensure service excellence with Oracle Field Service Cloud.
Increase contract renewal rates and contract margins with Oracle Field Service Cloud

Oracle Field Service Cloud is a customer-centric workforce management solution for facilities management organizations that encompasses best-of-breed planning, scheduling, routing and mobile functionality. It enables companies to optimize the use of their skilled mobile resources by providing:

- Consistent Service Delivery for a complex work mix: Schedule and execute a mix of planned and reactive work using approved processes to ensure customer SLA’s are met and compliance and regulatory requirements are adhered to.
- Support for in-house and contract resources: Ensuring work is optimally assigned to the most appropriate and cost-effective resource in a consistent manner based upon agreed rules. Introduce the flexibility needed to rapidly deal with unexpected demands resulting from severe weather or other causes.
- Seamless communication with field technicians: Communicate bi-directionally in real-time throughout the workday, ensuring streamlined and accurate information flow through to the point of completion for each and every service request.
- Better access to information: Provide field resources with accurate details of customer entitlements. Capture and report usage of parts and consumables to speed the billing process.
- Consistent performance: Incorporate performance management analytics to gain detailed insight into field performance and to support workflow process tools that eliminate subjectivity and anomalies, ensuring uniform behavior across in-house employees and any contract resources.
- Flexible appointment slots: Define and automatically select optimized appointment options when it is necessary to co-ordinate your resource arrival with the availability of customer employees or third parties.
- Feedback into the Sales and Contract process: Capture and analyze accurate and comprehensive metrics on the performance of the service delivery process in order to refine the contract costing models and help ensure competitive, profitable bids are prepared.

By helping facilities management organizations optimize resource planning and implement real-time, automated processes, Oracle Field Service Cloud puts you in a position to exceed customer expectations and improve renewal rates.
Mobilize new contracts quickly and efficiently using a proven, scalable platform

It’s one thing to win new business; it’s another entirely to deliver against contracted services in a way that ensures customers are happy, margins is ensured, and staff operate effectively and efficiently. Providing that certainty is where we come in.

New contracts often necessitate the rapid absorption of new service teams either from the customer or from the previous contract holder. Ensuring those resources make a smooth transition with no service disruption and yet adhere to new processes and practices can present a real challenge. Oracle Field Service Cloud incorporates a comprehensive set of highly configurable processes and data flows, enterprise dashboards, and mobile communications that can quickly be adjusted to support new contracts and help minimize the impact such a transition can have on your business:

Configurable Operational Rules & Priorities—Employ analytics to manage the parameters needed to balance the relative priorities of a complex work mix – facilitating world-class service at a manageable cost.

- The scheduler considers all the configured constraints associated with each task together with customer location, drive time and work time to determine the optimal assignment in seconds… not minutes.
- Tasks get prioritized correctly with customer SLA’s and contracted penalty payments in mind, so your most valuable customers and highest risk work automatically get the priority they deserve.
- Provide inexperienced service resources, whether newly acquired or from sub-contractors, with clearly defined workflows and standard operating procedures appropriate to the work they are assigned.
- Information throughout the service process can be captured, analyzed and presented via dashboards, where it can be used to drive best practice process, improving SLA adherence, reducing overtime and minimizing cost of service.

360° Visibility of Planned Activities and Exceptions—Arm schedulers with real-time visibility of the operation, showing planned runs as a Gantt chart, in tabular form or on a map, including details on vehicles, technicians, work tasks, parts, tools and routes – expediting decision making and smoothing workflow.

- Real-time visibility of crucial information, such as planned and standby resource availability and capability, lets you easily handle unplanned customer requests, proving value when it counts most.
- Capacity-based appointment booking helps ensure customer promises are honored, non-productive time is minimized and target productivity levels are achieved.
- In-day event management highlights tasks in jeopardy, whilst flexible scheduling plans and other tools to take the drama out of the unexpected, such as emergency requests, driving delays, sickness, bad weather, and vehicle breakdowns.
Mobile Communications—Ensure technicians are fully informed about each task by including installed asset details, special requests or warnings. Also, capture or show key account information, parts usage and equipment condition using text, audio and images on laptops, tablets and handhelds – facilitating accurate account records and billing.

- Tasks are dispatched in a route-optimized sequence, helping ensure on-time arrival and efficient operations.
- Task completion details can be captured directly on a mobile device using task-specific workflows, eliminating error-prone paperwork and freeing time for employees to focus on more valuable tasks.
- Disconnect alerts, intercommunication and real-time location awareness make sure your most valuable assets—employees—return safely every day.

Optimized Call-to-Completion Service Chain
See how one client delighted its customers and reduced costs

Customer Profile
An Italian service operation, with a team of 1,000+ staff, providing a 24/7 nation-wide service operation that supports a wide range of Communication, Utility, Aerospace and Public Sector organisations. Service is delivered through a nationwide network of technicians, backed by a centralized operations and support team.

Challenges
A rapidly growing and increasingly demanding customer network resulted in the need to increase the efficiency of its field service operations to minimize costs and improve service to its customers. The company deployed Oracle Field Service Cloud to automate service scheduling and provide a complete, end-to-end, call-management process. Key objectives were:
- Reduce paperwork and duplicate data entry;
- Automate the timesheet completion process;
- Improved customer communication;
- Facilitate internal collaboration.

The Benefits
Using Oracle Field Service Cloud, the company is expecting to quickly address operational challenges and significantly raise customer satisfaction levels.

The new systems are expected to automate the process of task assignment and generate operational efficiencies based upon more accurate location data and real-time activity tracking. Customers will receive more frequent and accurate communications which, in turn, will reduce the number of inbound telephone calls. By using connected mobile devices, technicians provide accurate, real time information that delivers insight into inefficiencies and process improvement opportunities. Moreover, dispatchers are provided with real time information about predicted jeopardy situations that allows them to manage exceptions without missing the SLA.

“Oracle Field Service Cloud helps us achieve our operational efficiency goals by allowing workers to track and report on activities in near real-time with significant reduction in phone calls and written communications.”

Operational Efficiency Manager

<table>
<thead>
<tr>
<th>PRODUCTIVITY</th>
<th>TELEPHONE CALLS</th>
<th>REPORTING TIMELINESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce productivity increase as a result of providing real-time information to technicians</td>
<td>Reduction in telephone communication between the field and dispatchers</td>
<td>Improvements in the timeliness and accuracy of operational reporting</td>
</tr>
</tbody>
</table>
Evolve to higher levels of planning and performance

Complexities in business and customer process are inevitable in highly competitive and growth markets. These new challenges often quickly derail even the best-laid plans. With Oracle, you gain the peace of mind that comes with knowing your partner is a global leader in mission-critical business solutions.

Calling upon our long-term market experience, we can help you navigate growth and change, such as implementing white glove process or hybrid delivery models, instituting complex service level agreements or developing international sourcing and delivery channels. We do so by providing solutions that integrate and scale with you, unlocking additional features and functions as business requirements evolve.

Delivering world-class customer service to a competitive FM market

Failure to deliver contracted service levels in a profitable manner can be fatal in the FM market. The consequences will be visible in your company results and, very likely, in the loss of contracts, as customers will simply turn to one of the many other choices available in the market.

Oracle Field Service Cloud is built on the principle that each individual customer and contract can have their own definition of customer service excellence. Guessing what those definitions are is futile, but being able to deliver to them is not.

Oracle Field Service Cloud provides visibility, flexibility, and optimization throughout the service chain, so you can meet each individual customer’s need—every time. In a modern, results-oriented world, Oracle Field Service Cloud delivers exceptional benefits, ensuring your customers become your best brand advocates.
CONTACT US

For more information about Oracle Field Service Cloud, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

OUTSIDE NORTH AMERICA

Visit oracle.com/corporate/contact/global.html to find the phone number for your local Oracle office.