

Stay ahead of the field

FlexForce Optimization.
Scheduling for whatever's next.

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How effectively you manage your teams working out in the field is critical to the success of your business. It affects how your customers see you. It's the difference between hitting SLAs and missing them. And, ultimately, it impacts your company's bottom line.

But everyday challenges like traffic, missing parts or even the weather can result in delayed tasks and extra shifts. The problem is, scheduling tools – even those using AI or ML – rely on historical data. Which means schedules are prepared for what has happened; not necessarily for what you need to do next. That is, until now.

FlexForce Optimization is a new kind of scheduler that uses quantum-inspired technology to react to up-to-the minute data. It gets your field workers to their jobs quicker so they can complete them sooner. Which means happier customers, engaged employees, and a healthier business.

Take the lead in field service management (FSM), with our new ServiceNow FSM add-on plug-in offering. And keep your business out in front.

As a result of the pandemic, many organizations now rely on distributed field services. This has grown the significance of field service management and made performance in this area a key way for a business to stand out.

With FlexForce Optimization, you can take advantage of this trend.



Staying ahead of the curve

FlexForce Optimization uses next-generation technology to meet the challenge of scheduling for a large team of field workers. To create an optimized schedule, it factors in: your own data; information on external factors (like traffic and weather); and the specific aims of your business.

Everything from the skills of your field agents to the criticality of tasks goes into finding a timetable that works for your people, your organization, your customers, and the planet.

Build a schedule around your business' aims

Need to prioritize certain customers or hit targets? Simply define what you need and FlexForce Optimization does the rest – factoring your requirements into its complex combinatorial calculations.

Create a motivated team of field workers

With FlexForce Optimization, your people can get to their jobs – and complete them – sooner. This helps your team to be more productive and avoid unnecessary additional shifts. A better work-life balance can prove key to both attracting and retaining talent.

Delight customers, again and again

The more efficient your scheduling, the more efficient your service. Our state-of-the-art scheduler helps you hit your SLAs and create happy customers who renew their contracts and recommend your services. You can also configure FlexForce Optimization to send customers their preferred agents. So, they get a familiar face every time.



Become a more sustainable business

You can significantly cut your carbon footprint (as well as your costs) by reducing both: the number of journeys field workers make; and the time it takes them to travel to jobs.

Adapt when you need to

Because FlexForce Optimization responds to the latest information and real-time feeds, your schedules and routes are simply revised in the moment. You can also easily configure it – or create customized features – to further tailor your scheduling to your organization or sector.

And if you're planning to grow? No problem, FlexForce Optimization can scale up to produce schedules for thousands of field agents.

Get help when you need it

We're also able to provide 24/7 support. So, you can be sure that your scheduling will remain on track.

The benefit of our experience

We know you can rely on FlexForce Optimization because we rely on it ourselves. We specifically designed it to support our own field force and the 190,000 tickets they handle each year. Using our quantum-inspired technology, we've improved our productivity and, in turn, the experience for our customers. Now, it's your turn to share in the benefits.



A step ahead

Recognize these challenges?

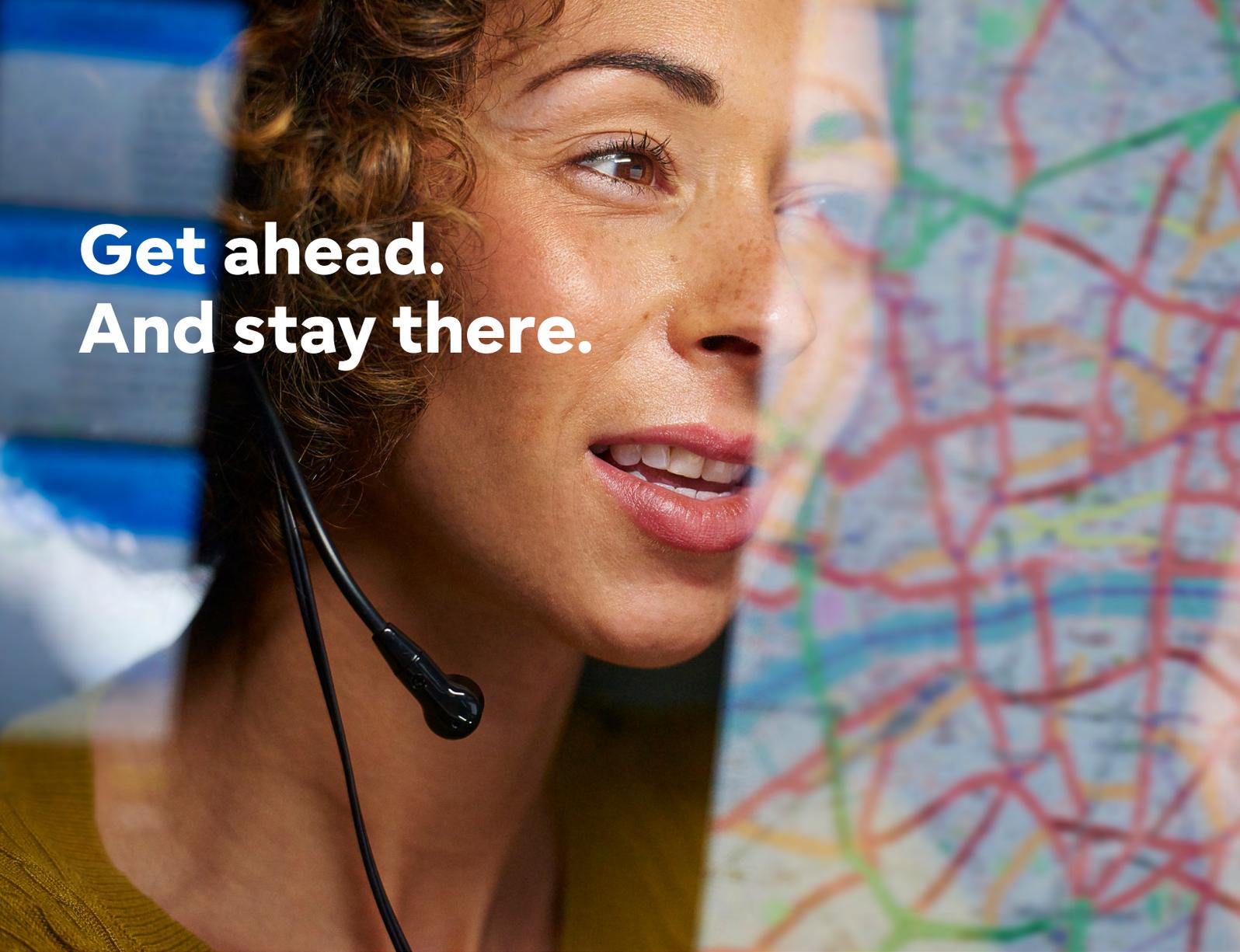
Discover how our next-gen scheduler overcomes them.

| Scenario | With FlexForce Optimization... |
|---|--|
| An agent arrives at their scheduled location. As they start to look at the problem, they realize they lack the experience to tackle it. Plus, they're missing the part they need. All this delays completing the job until another agent can visit on another day. | ...your schedule can factor in data like the qualifications of your field workers and the parts you have available. This maximizes the chance of completing jobs first time – and hitting your SLAs. |
| Tomorrow's job schedule is produced the night before, using historical data. It plans a route and orders jobs. However, before the agent leaves, roads on their route are closed due to a burst water pipe. They arrive late to their first job – with a knock-on effect for the rest of the day. | ...you can use real-time feeds on things like traffic or major incidents to reschedule in real time. And keep your field agents on track. That means more jobs are completed faster – and for less cost. |
| Your agents routinely find they spend more time getting to jobs than doing them. So, they always feel behind. You add extra shifts. But this comes at a cost to both your business and the morale of your field agents. | ...you take a holistic view of your scheduling. The competing factors are taken into account, so you can find a schedule that works for your business, your customers, and your workforce. |

FlexForce Optimization in numbers



Performance claims are based on an internal Fujitsu pilot project and do not represent actual or future customer results or return on investments. Customer environments vary based on process, methodology and requirements and therefore actual results may vary. FlexForce is a tool that enables customers to be dynamic to field scheduling requirements but it does not warrant or guarantee results.

A close-up profile of a woman with curly hair wearing a headset, looking towards the right. The background is a colorful, abstract map with various colored lines.

**Get ahead.
And stay there.**

FlexForce Optimization brings next-generation technology to field service management. Available via ServiceNow, it's easy to install and configure – so you can see a return on investment quickly. But it also gives you the ability to adapt to unexpected events or shifts in your own priorities. In this way, you can retain an edge over the competition – whatever's next.

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**Want to lead the way in your field?
Get in touch at FlexForce@fujitsu.com**

Looking for a head start? Try a 30-day free trial.

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