

The Ultimate Whiteboard

servicemax fieldfx

Tired of using whiteboards or spreadsheets to schedule and track personnel and equipment for all of the different jobs you have scheduled? The FX Schedule & Dispatch module takes the information off of the whiteboard and puts it right into an easy-to-use, web-based, electronic dashboard that displays all of the information you need to get the job planned, the crew dispatched, and the equipment scheduled.

Personnel and Asset Tracking

The FX Schedule & Dispatch module keeps you informed of all job related data and gives you the ability to track all of your resources, including personnel and equipment, so you'll never dispatch duplicate jobs or unavailable equipment ever again. You will have critical visibility into what resources are available now and in the future, thereby driving higher utilization of people and equipment.

The module also allows you to keep track of your employees' qualifications so you know who meets the particular job requirements when scheduling and dispatching personnel, in relation to the qualifications needed to operate the planned equipment. You have visibility into what crew members are already scheduled for other jobs to avoid possible overlaps.

A personnel record can have multiple certifications, training records, and qualifications associated with it, along with effective dates and projected expiration dates. Expired qualifications for an employee are highlighted so your compliance manager can take the appropriate action to get personnel retrained or recertified. You also have the ability to filter by certification or other specification for easy scheduling.

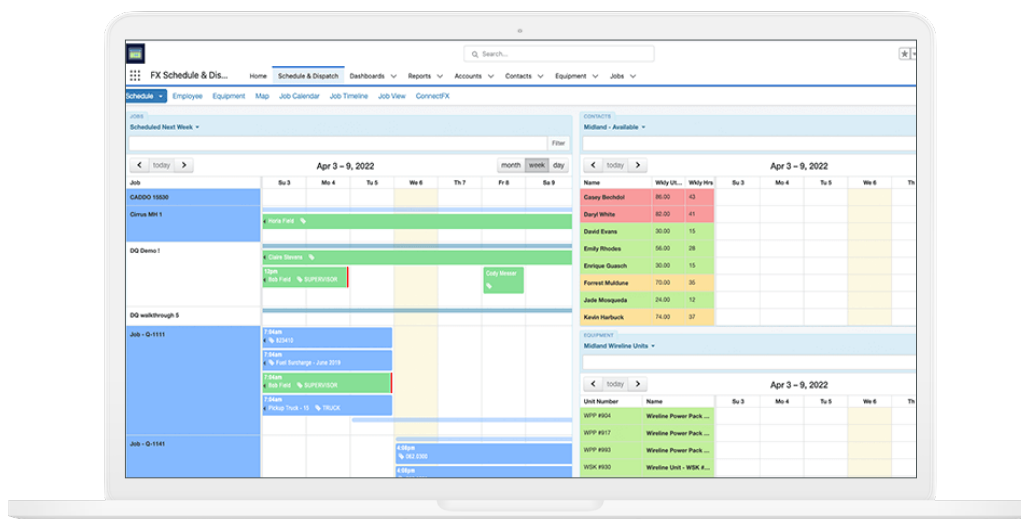
Dynamic Drag-and-Drop Functionality

- Move and re-size tables to create custom views
- Create multiple views for each user
- Highly extensible list views
- Works seamlessly within FieldFX

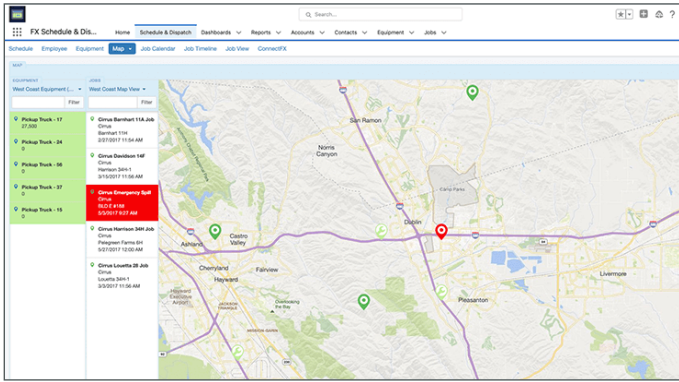
Efficient Job Management

Schedule and dispatch equipment and personnel in one convenient place in multiple types of views:

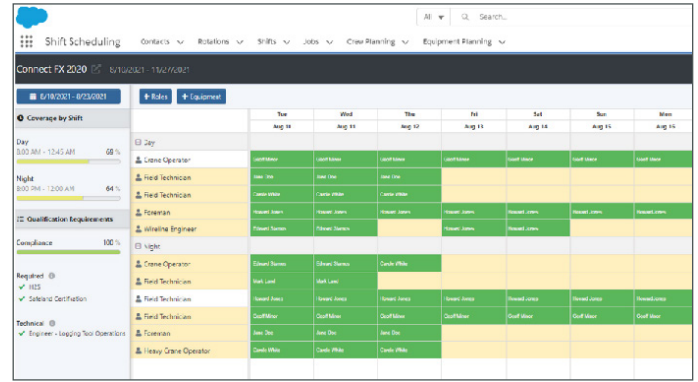
- Calendar
- Map
- Timelines
- Swim Lanes



FX Schedule & Dispatch Calendar View Scheduling



FX Schedule & Dispatch Map View Scheduling



Shift Scheduling Enhancement View

Notify Field Personnel with the Click of a Button

The FieldFX alert engine enables users to set up automatic email and text message notifications to be sent directly to the individual or entire crew letting them know when and where they are needed. Field personnel are instantly notified on their phone with information related to where the job is and when they need to show up. Alerts, including when, why, and to whom they are sent, are all customizable.

Sample Job Scheduling Alerts

- Job status change
- Notify a sales person when one of their jobs has been put on the schedule
- Notify a crew member that he is scheduled for a job
- Notify a crew member when a ticket is marked as Sent to Field
- Notify a crew member when a ticket is marked as Rework Needed

Shift Scheduling Enhancement

Ensuring compliance and safety across the life of the job is of paramount importance. When scheduling a job with multiple rotations and shifts, this can become complicated. With the FX Schedule & Dispatch shift scheduling enhancement, users are able to track the current availability of field technicians as well as their qualifications based on customer requirements, the tools being used and the services being provided, across shifts and rotations.

This new user interface provides schedulers the ability to schedule people according to their on/ off schedule rotations whether they are simple (7 on/ 7 off) or more complex (5 on/ 2 off/ 14 on/ 7 off). In addition, this enhancement takes into account the shifts worked: day, shoulder, night, etc.

The FX Schedule & Dispatch shift scheduling enhancement ensures that all needed qualifications have been met in order for the job to start and complete ensuring safety compliance throughout the job.

About PTC (NASDAQ: PTC)

PTC unleashes industrial innovation with award-winning, market-proven solutions that enable companies to differentiate their products and services, improve operational excellence, and increase workforce productivity. With PTC, and its partner ecosystem, manufacturers can capitalize on the promise of today's new technology to drive digital transformation.

