![ptc logo]

Schedule Optimization

Enable automated, continuous and outcomes-based scheduling for any work order and resource

servicemax®

In a service organization, it is the dispatchers' job to get the right technician, parts and information to the right location at the right time. This is all too often a manual process; leveraging only the dispatchers' professional expertise and personal experience. As your business grows, the increasing level of complexity becomes unwieldy.

Organizations with a large distributed field workforce operating across multiple territories and dealing with high volumes of work orders cannot rely on dispatchers alone to make the most effective scheduling decisions.

Maximum resource efficiency for any service demand

Leveraging a sophisticated analytics approach, the ServiceMax module Schedule Optimization creates optimized schedules and routes — automatically, in real time, and based on the services organization's business objectives. It integrates seamlessly with ServiceMax Service Board, Customer Communities, and the mobile app for technicians, ServiceMax Go.

ServiceMax Impact

22% increase in technician utilization

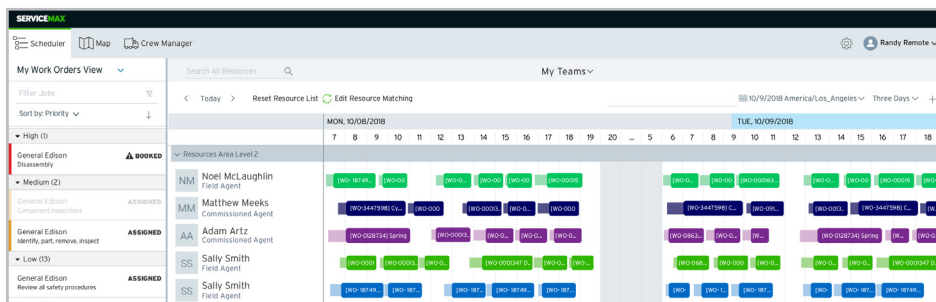**23%** increase in technician productivity

14% decrease in service cost

Benefits

- Minimizes unproductive time for dispatchers and technicians
- Improves customer experience with better SLA compliance, and increased First-Time-Fix rates
- Governs scheduling across the service organization by automating and standardizing the scheduling process
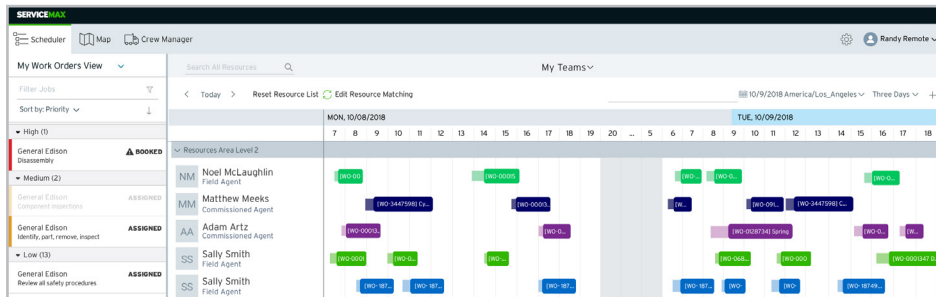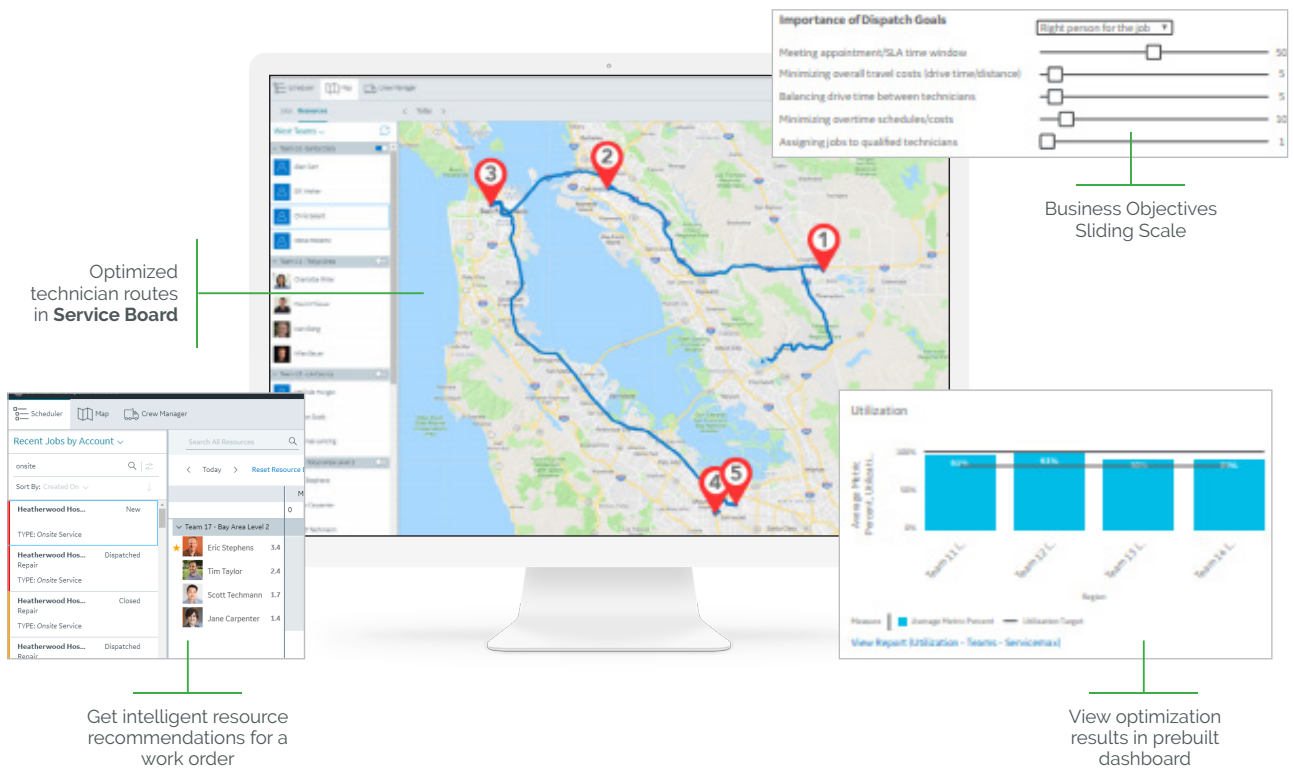

Technician schedules **before**...

Product Highlights

- Automated scheduling through real-time optimization
- Intelligent Resource Recommendations
- Ranked Appointment Booking

...and **after** applying Schedule Optimization

Business Objectives Sliding Scale

Optimized technician routes in **Service Board**

Get intelligent resource recommendations for a work order

View optimization results in prebuilt dashboard

Features

- Automates and governs the scheduling process for internal and third-party resources in accordance with your business priorities, such as drive time minimization or SLA attainment
- Re-arranges schedules in real time to accommodate changes like new work orders and cancellations
- Processes automated service requests generated from IoT-devices
- Recommends overnight stays for technicians when several consecutive work orders are in the same vicinity
- Supports multi-criteria engineer matching by skill product expertise, eligibility, customer preference
- Provides Street Level Routing and route optimization

- Gets an engineer onsite ASAP through optimization based on the nearest available qualified person and other criteria defined by you
- Recommends open time slots for appointments that are optimized for your organization
- Enables dispatchers to override automated scheduling decisions as needed and to manage exceptions
- Includes prebuilt analytics to show optimization projections for utilization, drive time, SLA and skill violations
- Considers defined time and resource dependencies between work orders for multi-visit jobs
- Prevents changes to scheduled work orders at a predetermined point in time before the job begins

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.