

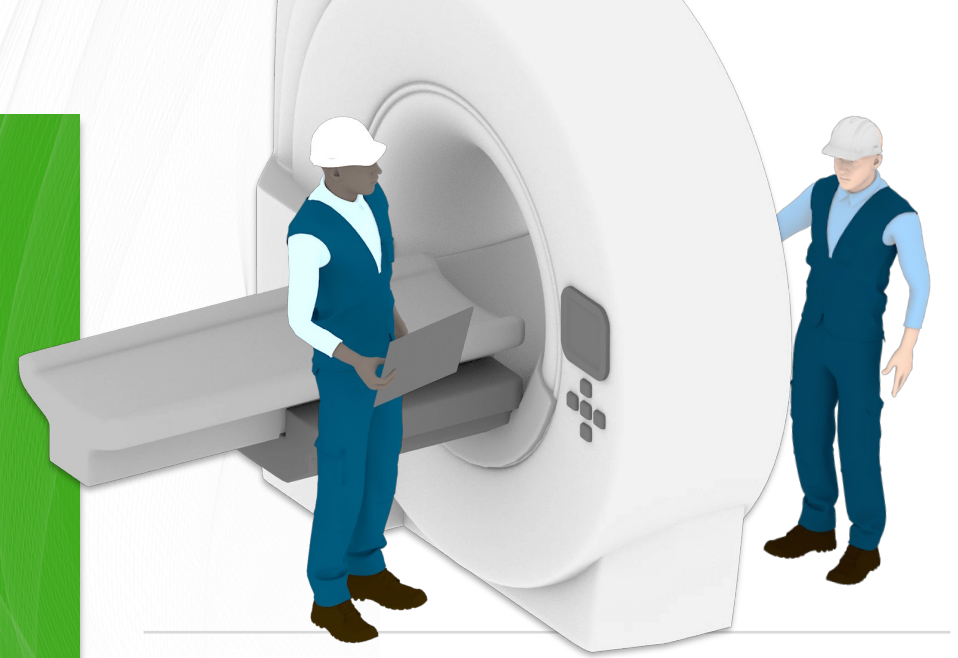
Service Board & Dispatcher Success with GE Healthcare



GE Healthcare has fully deployed two big regions:
Latin America and Japan.

Currently over 100+ dispatchers and 1,000+ field engineers.

Deployments planned for 200+ dispatchers and 1,500 field engineers in Europe, Middle East, Africa



GOALS

More automation

(Standard Processes Across Regions)

Great User Experience

Faster, More Intelligent Dispatching



IMPACT

Visual Planning:

- Actual site locations
- Employee GPS tracking
- Color coding
- Naming conventions
- Time window editability



- Appointment emoticons
- En route monitoring
- Tooltips
- Customer info

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- Increased performance
- Fast response times
- Guided decision making
- Multiple variable scoring
- Increased productivity
- Better customer satisfaction

“ With the ‘**Recommend Resources**’ in Service Board, you just click in: You have your constraints. You have data for trainings. Data for the work order. Geolocation for both the FE and the customer site.

There you go. Just click and you see who is the best resource. 10 seconds. That’s all you need.

Lucas Argentim

Staff Technical Product Manager

