

The Skedulo Platform:

Intelligent Mobile Workforce Management

Work has changed. Old technology can't solve new challenges.

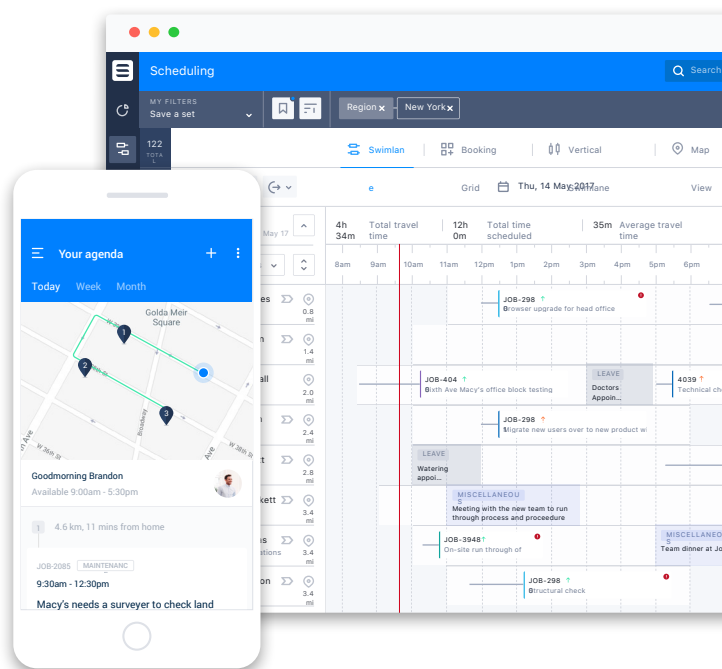
Traditional solutions to schedule and manage work outside the office lack the power and flexibility to fit the new ways people and businesses operate. Skedulo is the [mobile workforce management solution](#) built for the future of work.

The Skedulo platform delivers one system to intelligently manage all the details about your mobile workforce, match workers to jobs, schedule, dispatch, route, and execute work in the field.

- **Workforce Management:** Manage mobile employees and contractors in one place
- **Scheduling and Dispatch:** Schedule workers efficiently no matter your priorities
- **Mobile Work Execution:** Support workers while on the job and in managing their schedules
- **Communication and Collaboration:** Centralize data and communication
- **Seamless Integration:** Connect to CRM or any system of record
- **End-Customer Experience:** Streamline communication and interactions with your customers

“By 2020, more than 75% of field service organizations with over 50 users will deploy mobile apps that go beyond simplified data collection and add capabilities that help technicians succeed.”

- Gartner, Inc.



WORKFORCE MANAGEMENT

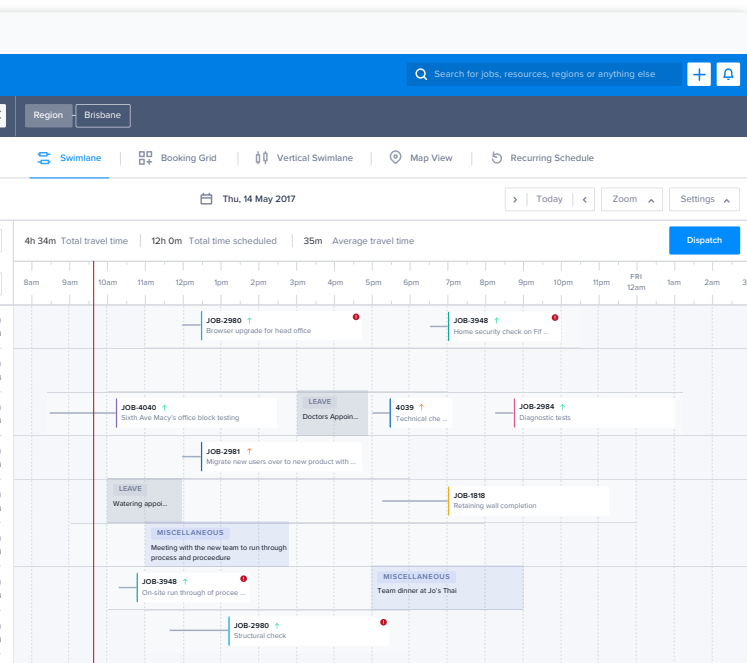
Workforce management designed for mobile resources.

Whether you depend on specialty workers with complex certifications or [transactional contractors](#), you need a solution that reflects the way your business is staffed today and will grow in the future.

Centrally manage all the key data you need to know about your mobile resources—including skills, certifications, availability, locations, and preferences—in a single system for superior [workforce management](#).

Key Capabilities:

- Visual workforce management with a clean and intuitive UI
- Manage availability of all mobile employees and contractors
- Quickly and clearly see who is available and when
- Easily incorporate time off and other constraints
- Maintain resource profiles, skills, certifications, and territories
- Automated logic and filters to find the best qualified resources
- Powerful location tracking, routing, and mapping
- Analyze capacity, utilization, distribution, travel, and more



Percent of the U.S. worker population that is mobile and brings their own app-enabled device with them to work according to International Data Corporation.

>70%

The rise in the share of contingent workers in the EU from 2002 to 2014 according to Bloomberg.

+5%

SCHEDULING & DISPATCH

Match workers to jobs and send them on their way.

Make complex scheduling and rostering much simpler. Increase customer satisfaction and assign the best person for the work every time. Skedulo's [powerful scheduling capability](#) beautifully manages and displays all the information you need to make smart scheduling decisions that reflect your business priorities. Our out-of-the-box scheduling capabilities are robust, and our platform is architected to be highly configurable and fit any mobile work use case.

Key Capabilities:

- Clear, visual pipeline of jobs requested, scheduled, dispatched, and completed
- Manage rosters and schedules of individuals, regular teams, or ad-hoc groups
- Schedule faster and with fewer errors with drag-and-drop scheduling
- Multiple views including calendars, rosters, maps, swim lanes, and Gantt charts
- Manage single jobs, shifts, recurring work, or even irregular work patterns easily
- Dispatch directly to worker's smartphones via SMS or notification
- Push job and shift offers to multiple resources who are available and qualified
- Optimize schedules for many types of KPIs, not only cost reduction
- Automation to balance workloads, reduce travel time, and prioritize customer needs
- Mastermind recommendation and optimization engine simplifies complex scheduling
- Schedule jobs automatically, controlled by constraints and business logic

Area Wide Protective saw 86% more efficient scheduling and dispatching with Skedulo.

+86%

Johns Hopkins International saw a 45% reduction in appointment no shows and cancellations.

-45%

The screenshot displays the Skedulo scheduling interface. On the right, a calendar for June is shown with the 21st highlighted in blue. On the left, a list of job types is visible, including 'Installation', 'Engineering', and 'Contract Procurement'. Below these, there is a 'Change Skill Tag' section with four options: 'Required', 'Low', 'Medium', and 'High'. The 'Medium' option is selected, indicated by a blue dot. Two circular profile pictures of workers are overlaid on the interface.

MOBILE WORK EXECUTION

Control what happens in front of your customers.

Skedulo's [mobile app](#) is a versatile tool that goes beyond routing optimization. Give mobile workers the guidance and capabilities they need to deliver an [exceptional customer experience](#) and easily send the right information back to HQ.

With the power of the Skedulo mobile app, your [scheduling and dispatch teams](#) gain real-time visibility into the status of resources and jobs in the field and your mobile workers get a productivity tool to make their jobs easier.

Key Capabilities:

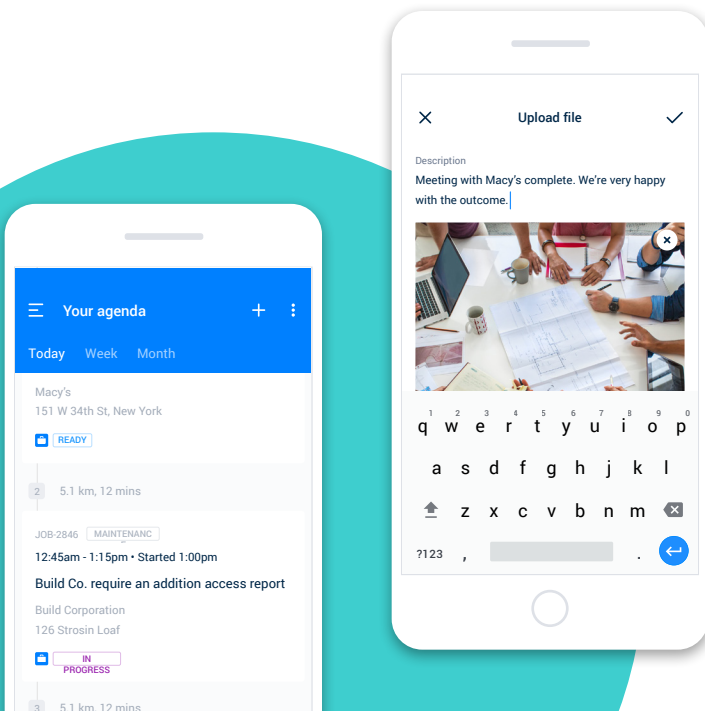
- Push complete agendas and schedules to workers' hands
- Provide all the customer and job details needed to complete work successfully
- One click to accept or refuse a job or shift offer
- Optimized routing with integrations to Google Maps, Apple Maps, Uber, Lyft, and Waze
- Track time spent working with a single button to check in and out of jobs
- Task lists, guidance, and details readily accessible in the job record
- Capture photos, signatures, and data from custom forms
- Real-time location tracking
- Offline capability with automatic syncing once reconnected
- Clean and simple user interface for fast adoption
- Android and iOS apps with functional parity

Real estate company Common saw a 94% reduction in time to schedule and a 37% increase in sales tours scheduled with Skedulo.

-94%

New Jersey Respiratory Associates increased capacity per therapist by 33% with Skedulo.

+33%



COMMUNICATION AND COLLABORATION

Connect everyone providing service to customers.

Skedulo's highly effective mobile workforce management solution offers more than eliminating paperwork in the field. Skedulo connects all the major stakeholders in the business who control, contribute to, or require the data involved in delivering onsite service to customers.

Informed and centralized communications among operations, mobile workers, and back office teams reduce costs and improve productivity.

Key Capabilities:

- Connect all the people working on a job in real-time with team chat
- Automatically capture all the details related to a job on the service record
- Make the customer experience more consistent with notes and data from previous jobs
- Improve the speed and accuracy of billing, invoicing, payroll, and related processes
- Mobile resources record scheduling constraints via the app instead of sending emails to HQ
- Confirm appointments and notify customers of updates with SMS

“With Skedulo, we have much more timely and accurate data about our practitioners and the time they spend in the field. We can ensure our contractual demands are met while also reducing revenue leakage.”

– Chris Kavalas, Salesforce
Development Lead at HealthStrong

The screenshot displays a list of practitioners with their profiles and availability schedules. A modal window is open over the first practitioner, Harry Gordon, showing details for an appointment.

Practitioner	Role	Availability
Harry Gordon	Team Lead	Available (9am - 3:30pm), Unavailable (4pm - 6pm)
Lucus Dobson	Customer Service	Available (7am - 5:30pm)
Mary Cooper	Technical Solutions	Available (7am - 5:30pm)
Jenny Langfield	Customer Service	Template (7am - 5:30pm), Unavailable (5pm - 6pm)

Appointment Details Modal:

- Status: Available (Approved)
- Start: Mon 14 Aug 2017, 9:00am AEST
- End: Mon 14 Aug 2017, 3:30pm AEST
- Recurring: (biweekly)
- Action: View details

SEAMLESS CONNECTION

Integrate Skedulo with your enterprise tech stack.

Create a seamless enterprise tech stack across your business with Skedulo as your system of record for mobile work. Our platform can connect and sync to any system you need, so there is never a gap in your business data. Integrating data from Skedulo about in-person customer interactions, service delivery, and your mobile workforce adds measurable value throughout your business.

Skedulo is a native and seamless solution that scales with your Salesforce instance to drive productivity and empower your mobile workers. Skedulo enhances, never duplicates, the data in your Salesforce instance and syncs information from the mobile app automatically.

Key Benefits:

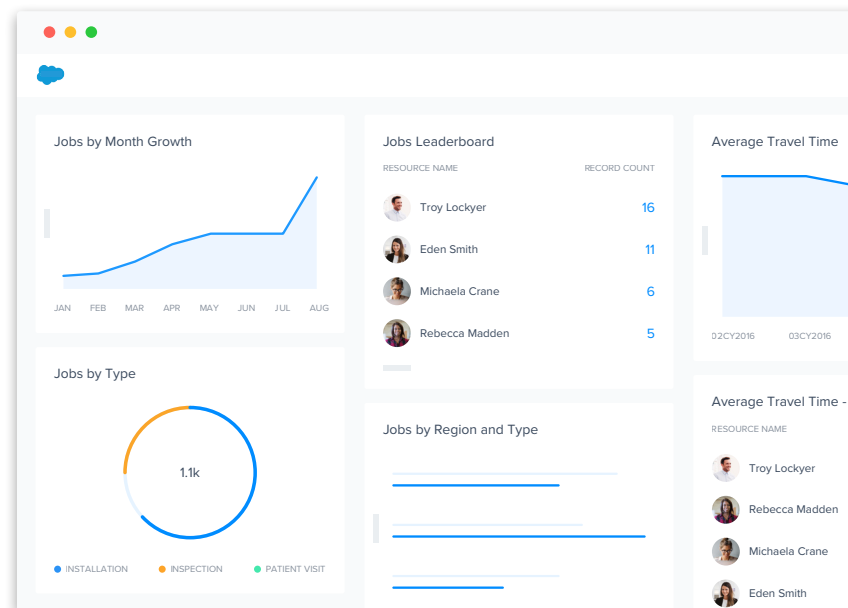
- **Interoperability:** Give your teams data they can trust and accurately compare
- **End-to-End Workflows:** Connect workflows across functions to create seamless experiences
- **Business Insights:** Discover new opportunities with trustworthy, reliable data
- **Move Faster:** Effortless data flow make your business more agile

“This is probably the best implementation I’ve had with any Salesforce application, and that’s the truth.”

– Curt Holtz, Salesforce Administrator at USA Football

“Our biggest win is helping our schedulers match the right mobile trainer to the right event. Putting the most effective person on that job, making it a lot easier to know we have picked the right person based on their skillset and experience—that is a huge benefit to our business.”

– Stephanie Rossomando, Salesforce Administrator at Achieve3000



About Skedulo

Reduced time to schedule

-48%

Increased visibility in on-site job execution

+28%

Increased resource utilization per day

+21%

Increased customer satisfaction

+8%

Skedulo is the platform for intelligent mobile workforce management. Our solution helps enterprises intelligently manage, schedule, dispatch, and support mobile workers on the go, whether they are full-time, part-time, or contract employees. Skedulo offers enterprises and mid-market companies a mobile workforce management solution with robust integration capabilities, including native integrations to Salesforce. With Skedulo, enterprises can unify their tech stacks and move trustworthy data across the organization with ease.

Founded in 2013, headquartered in San Francisco and with offices in Australia, Vietnam, and the United Kingdom, Skedulo has enabled over 120 companies, including Easterseals Bay Area, Achieve3000, and Area Wide Protective, to seamlessly schedule and service more than 5 million appointments around the globe. The company has secured over \$40 million in funding to date, led by M12, Costanoa Ventures, and Blackbird Ventures. For more information, please visit www.skedulo.com.

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