

# Transforming Energy & Utilities Workforce Management

ENERGY & UTILITIES SCHEDULING THAT WORKS

## The Challenges: Low Productivity, Limited Efficiency, Hindered Crew Support

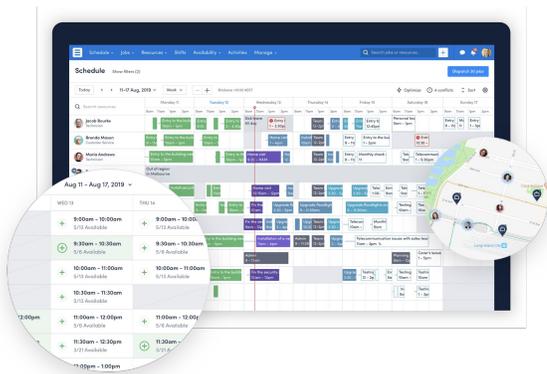
The Energy and Utilities Industry can be hindered by legacy technologies, leading to limited control over and visibility into operations, as well as manual processes that:

- **Decrease work output and add costs due to excessive travel time** caused by inefficient job sequencing or intraday changes (e.g. traffic, jobs taking longer than expected) leading to unnecessary costs and making work processes more difficult for mobile workers
- **Decrease work quality and efficiency as crews lack crucial job details** upon arrival causing multiple visits for job completion
- **Cause suboptimal job assignment** (e.g. improper qualifications, cost inefficient assignments), overbooking or underbooking

## The Opportunity: Maximize Operational Efficiency

Skedulo simplifies complex scheduling and increases work capacity, cutting unnecessary costs and increasing revenue. **We support leaders maximizing their operational efficiency and rapidly scaling in oil, gas, solar, environmental clean up, and fiber optics. Maximizing operational efficiency allows organizations to pass savings onto their customers, offsetting significant energy cost increases.** Our integrative, intuitive, and highly configurable AI-powered and cloud-based platform delivers:

- Optimal operational efficiency to **improve scheduling and maximize capacity** for mobile workers including electrical engineers, plant operators, technicians, and power line workers
- **Increased workforce efficiency as well as completed jobs and billable appointments**, improving impact, growing brand loyalty and driving revenue



## Driving Enhanced Productivity

Skedulo helps answer demand by enabling optimized, accurate booking and service windows. Improve staffing and logistics management with insights Skedulo provides into location capacity and demand as well as wait times. In the Energy and Utilities Industries it's crucial to get the right person in the right place at the right time. Skedulo manages service delivery from appointment scheduling to work completion and beyond with valuable analytics. Our focus on the employee experience has created a solution that:

- **Eliminate paper-based processes and associated administrative tasks** via digitizes process
- **Visualize and manage resources and assets in an intuitive UI** - for schedulers via the web app & mobile workers via the mobile app
- **Automates worker + job matching via tagging functionality** to tag workers with key skills, certifications, and attributes to offer work to pre-qualified and specified staff via Job Offers capabilities
- **Optimizes routing** to cluster jobs based on travel times, reducing windshield time, **increasing work capacity and revenue as well as reducing fuel consumption and carbon emissions.**



**Dispatchers**



**Technicians**



**Customers**



**Executives**

**Benefit from a 48% reduction in scheduling time**

Scheduling automation and optimization match ideal workers and jobs via worker tags and AI-powered scheduling to increase visibility, reduce drive time, quickly respond to customers, and better prioritize incoming work orders.

**Gain 20% more productive time each day**

Gain efficiency in their working day based on **scheduling optimization and an easy-to-use mobile app** with safety checklists, accurate confirmations, access information, and proofs of service.

**Experience improved service, seeing up to a 68% lift in CSAT**

Appreciate **tighter service windows** where workers are better matched to their needs, as well as **automated appointment reminders, surveys, self booking tools, last mile notification**, and consistency in experience.

**Drive a 15% increase in billable appointments**

**Increased workforce capacity** paired with visibility into their workforce (including the ability to measure **metrics** like appointments executed over time and workforce utilization) strengthening resiliency.

**“We currently complete around 23,000 individual inspection per annum. Skedulo enables us to schedule, allocate and monitor completion of these jobs across a wide range of technicians and subcontractors.”**

- Dan Stewart, National Operations Manager, ECL Group Compliance Services

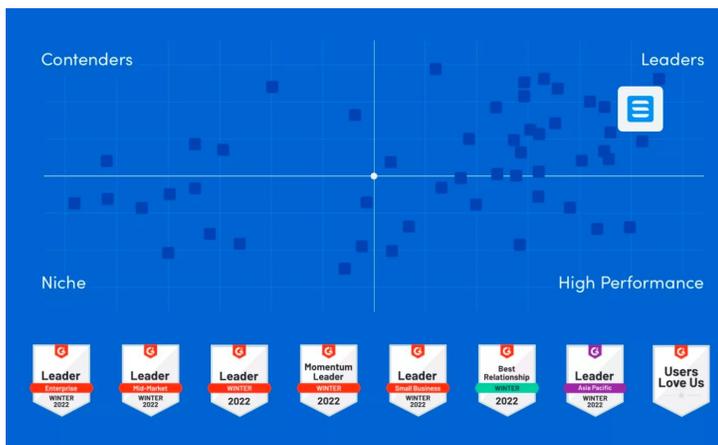
# Mobile Worker Management Platform

DELIVERING FIELD SERVICE EFFICIENCY FOR ENERGY & UTILITIES

## Field Sales within Energy and Utilities

The Skedulo Deskless Productivity Cloud empowers users with rich scheduling capabilities to maximize revenue within sales:

- Providing customers with quicker time-to-service, improved matching with service providers, narrower appt. windows, automated appt. reminders, and real-time visibility of en-route workers
- Enabling customers to self-schedule within defined parameters to reduce scheduler workload and free up call center resources
- Centralize and simplify complex scheduling, increasing billable appointments by 15%
- Surveys and notifications (SMS) to ensure open communication and real time visibility
- Proactively adjust scheduling based on real-time availability, staff issues, and last minute cancellations



## Provide Superior Customer Experiences

In the Energy and Utilities sector the key to optimized operations, scaled growth, and boosted revenue is efficiency. The Skedulo Deskless Productivity Cloud supports users with rich scheduling capabilities to simplify complex scheduling, increase work capacity via optimized scheduling, and empower deskless workers with an easy-to-use mobile app. Keep your team and clients in the know with advanced features such as **automated reminders, notifications, and insights before, during, and after the job**, including the option of sharing real-time visibility of en route mobile workers for clients.

It is no wonder Skedulo has earned G2 leader status for 16 consecutive quarters.

## Service within Energy and Utilities

The Skedulo Deskless Productivity Cloud empowers users with rich scheduling capabilities to minimize costs within service:

- Consolidate scheduling operations through one central, extensible system to manage service teams throughout regions
- Increase productivity 20% with optimal operational efficiency to maximize work capacity
- Accommodate existing workflows, including complex, multi-layered, ingrained processes and futureproof to incorporate new workflows
- Reduce travel costs and maximize workforce utilization with scheduling automation and optimization

**“Skedulo has really allowed us to scale. We had a drastic increase in our foothold and a drastic expansion, and Skedulo was able to scale right there with us.”** – Ellen Jokerst, Retail Scheduling Coordinator at Sunrun

Industry Leaders Choose Skedulo



Founded in 2013, Skedulo is headquartered in San Francisco with offices in Australia, Vietnam, and the United Kingdom. Skedulo's leading Deskless Productivity Cloud solution powered by AI and machine learning empowers organisations to manage, engage and analyse their deskless workforce, supporting the 80% of global workers who don't work in a traditional office setting. Skedulo's platform helps enterprises intelligently manage, schedule, dispatch, and support deskless workers on the go, whether they are in fixed location facilities or mobile field workers on the frontline. Skedulo has enabled hundreds of organisations, including The American Red Cross, DHL, and Sunrun, to seamlessly schedule and service over 35 million appointments worldwide. The company has secured over \$115 million in funding to date, led by Softbank, Microsoft's venture firm M12, Costanoa Ventures, and Blackbird.