

Skedulo for Field Service

Driving productivity and efficiency in the field and the office

The Challenge: Field Service Productivity Inhibitors

Organizations with mobile workers are challenged to manage a complex array of variables, including:

1. A high volume of geographic work locations,
2. A multi-faceted work population with varying skills, certifications, locations, and employment types including full-time employees, contractors, and sub-contractors, and
3. Growing pressure to provide improved visibility, predictability, and reliable service quality to clients.

The Opportunity: Drive Field Service Productivity

The Skedulo Deskless Productivity Cloud helps organizations with large field service workforces manage complex work:

- Greatly simplify scheduling and workforce management,
- Gain visibility into and control over job scheduling and workforce utilization,
- Equip employees with an intuitive mobile app to help them better perform their day-to-day operations,
- Provide operations leaders with actionable analytics on their workforce,
- Improve client service, and
- Reduce operating costs through optimized and efficient scheduling and improved workforce utilization.

Schedule Smarter: Superior Worker & Job Matching

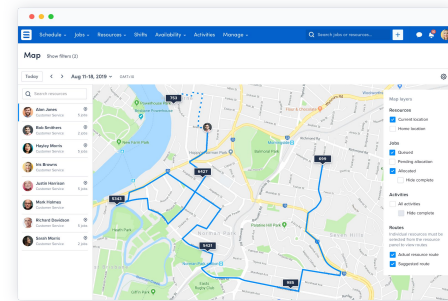
Every employee is unique. Skedulo empowers your organization to manage diverse workforces and tag employees based on their unique skills, certifications, and attributes to enable you to **match skilled workers to highly complex work**.

Many workforce management solutions are not fluid enough to understand when employees are sick, out on vacation, poorly qualified, or simply unavailable without manual intervention. Skedulo provides real-time availability to optimize scheduling and reduce time consuming manual work and rescheduling.

Cut Costs, Improve Impact via Job Offer Functionality

Skedulo Job Offer functionality offers organizations **flexibility around which workforce segments have the opportunity to accept work**, allowing firms to:

- Save costs by prioritizing less costly resources, or offer work to the most cost-effective qualified workers,
- Prioritize resources based on attributes including skills and certifications while maximizing workforce utilization, and
- Allow employees to select jobs that best align with their schedules.



Empower Mobile Workers with a Powerful Mobile App

Support mobile workers with the **Skedulo iOS & Android mobile apps**, empowering them to:

- Accept work offers, view work and client details, plan and execute work, document details, and communicate with colleagues both in the field and in offices, and
- Securely capture photos, field notes, surveys, signatures, and more on the go, making workers' lives simpler, increasing retention, and ensuring SLAs are met.

Provide a Superior Client Experience

With Skedulo, organizations gain a competitive edge by providing the customer experience that clients deserve. Deliver an **improved client experience and increase CSAT** by reducing time-to-service and providing the right employee for the right job via resource tagging capabilities.

- Provide real time status updates, avoid cancellations, and provide customer satisfaction surveys,
- Enable clients to self-schedule appointments via a web-based booking grid, and
- Keep clients in the know with automated reminders, notifications, and insights before, during, and after the job

Gain a Clear Return on Investment

- Maximize workforce efficiency with Skedulo MasterMind for optimized and automated scheduling while **improving workforce utilization rates and workforce capacity**,
- Measure how effective and efficient work resources are in real-time via analytics, and
- Realize ROI via rapid deployment with best-in-class payback periods and go-live timeframes.

Schedulers
48%
reduction in
scheduling time

Workers
20%
more
productive

Clients
up to **68%**
increase in
service satisfaction

Business Leaders
15%
increase in work
capacity and jobs

Integrate with ERP & Work Order Management Systems

- Integrate with existing systems including Enterprise Resource Planning (ERP) and Work Order Management, and
- Synchronize data and extend systems to reach mobile workers, making it easier for them to execute in the field.

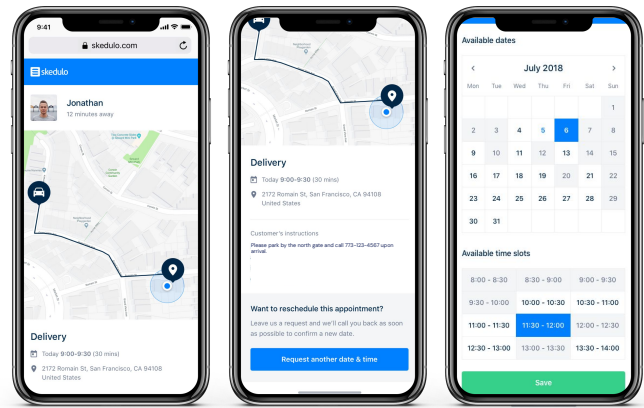
Manage Contractors & Contingent Workers

Given the labor shortages in multiple sectors, organizations are more dependent on contractors and contingent workers than ever before. With Skedulo, you are enabled to:

- Manage full-time employees, contractors, and contingent workers in one system, and
- Provide all workers with a single mobile application to manage their work.

Improve Sustainability Efforts

Skedulo optimizes scheduling and routing, increasing organizational efficiency and minimizing travel time. With measurable reductions in their carbon footprint through metrics such as drive time, organizations can demonstrate their commitment to maximizing their sustainability efforts.



The Last Mile: Provide Clients Real-Time Visibility

With the Skedulo, your team is empowered to:

- Alert clients when field resources are on their way to the job site via an automated message,
- Provide real-time visibility into resource location, and
- Customize the content of the alert message and appearance of your Last Mile site with branding options.



Traffic Control & Public Safety
5,000+ Field Workers

+57%

Faster Job Confirmation

+64%

Faster Invoicing

-41%

Invoice Corrections

+86%

Scheduling Efficiency

"It extends to our customer base a level of transparency that they enjoy. We're able to measure capacity in real-time. We're able to make sound logistical pairings, so our efficiency has improved, and of course translates into better service to them and more competitive pricing structures."

Jarrod Wachter
Vice President Field Operations, AWP



Solar Energy
1,500+ Field Workers

271K

Customers

\$300M

Saved in utility bills

"Our management really loves Skedulo. It helps us to know whether we need to increase support or headcount in a certain area. And our communication is much more efficient ... We had a drastic increase in our foothold and a drastic expansion - Skedulo was able to scale right there with us."

Ellen Jokerst
Retail Scheduling Coordinator at Sunrun



Fuel Systems Services
650+ Employees

23,000

Annual Inspections

"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



Property Inspections
Sydney, NSW HQ

-90%

Manual Scheduling Work

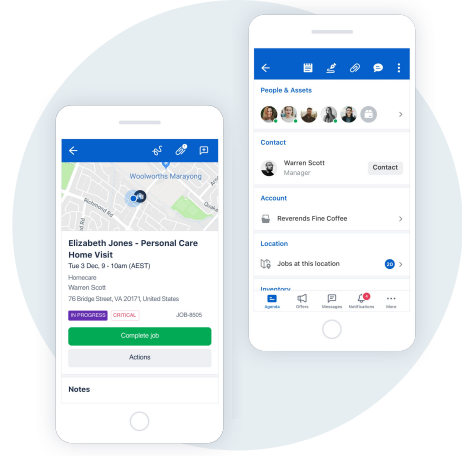
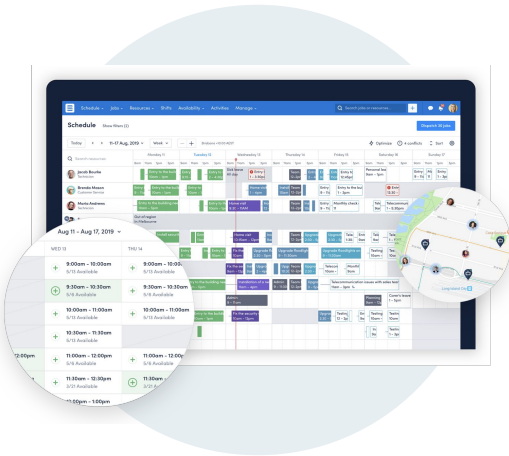
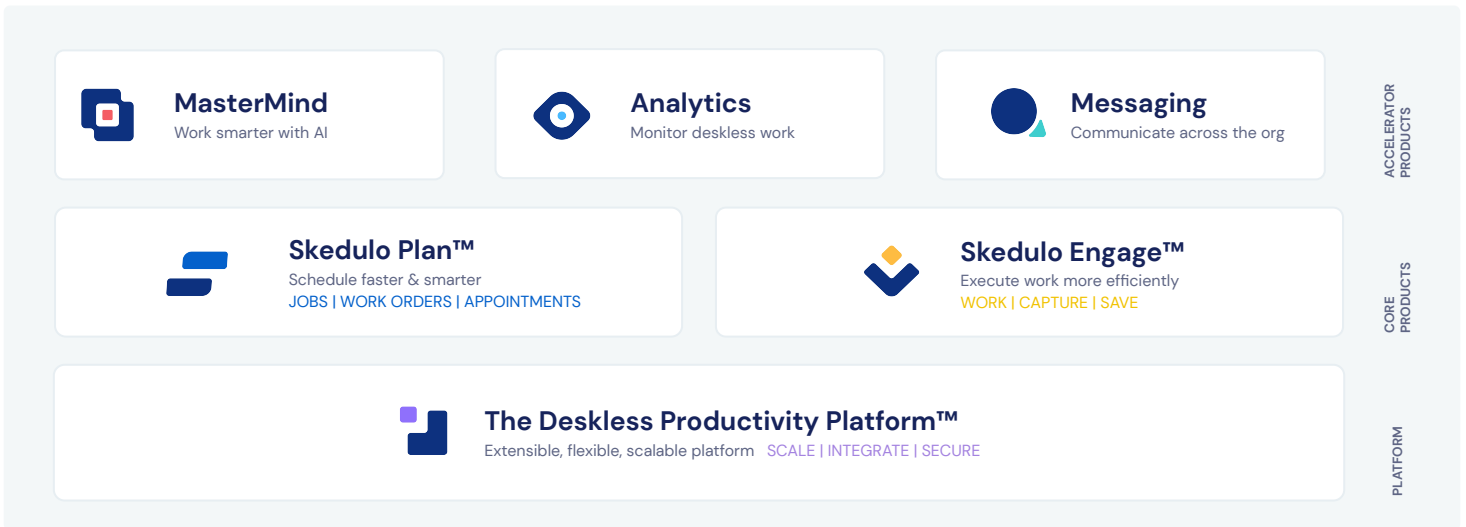
-50%

Time to Dispatch

"Skedulo lets us equip our Building Consultants with real time data while they are in the field. It has automated our very manual processes, and made us much more productive and efficient."

Hannah Barry
Manager at Tyrrells Property Inspections

The Skedulo Deskless Productivity Cloud



Schedulers

The Skedulo Web Application

Manage your deskless workforce and simplify scheduling.

- Streamline the scheduling of jobs and deskless workers based on configurable attributes and skills, including automated optimization based on your parameters,
- Consolidate scheduling operations through one central, extensible system to manage both mobile field workers and fixed-location workers, and
- Proactively adjust scheduling based on real-time availability, staff issues, and last minute cancellations.

Field Resources

The Skedulo Mobile Application (iOS & Android)

Empower employees to maximize their productivity.

- Empower field resources with a mobile app that works online and offline to accept work, execute work, track details, and maximize productivity,
- Communicate and collaborate in real-time with deskless workers, administrators, and customers via notifications, SMS, requests, and integrated messaging capabilities, and
- Support work execution via information capture such as notes, images, forms, and more to complete jobs in the field.

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 organizations to manage, engage and analyze 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 organizations, 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.