



QUANAM®

A Knowledge and
Innovation Company

FIELD SERVICES BASED ON ODOO AND FW-LOGISTICS

quanam@quanam.com

www.quanam.com

The solution **optimizes field service managements** including service order reception, scheduling, task force assignment depending on skills and availability, route optimization, equipment allocation, on-line registration of task accomplishment, task status monitoring and Service Level Agreement management.

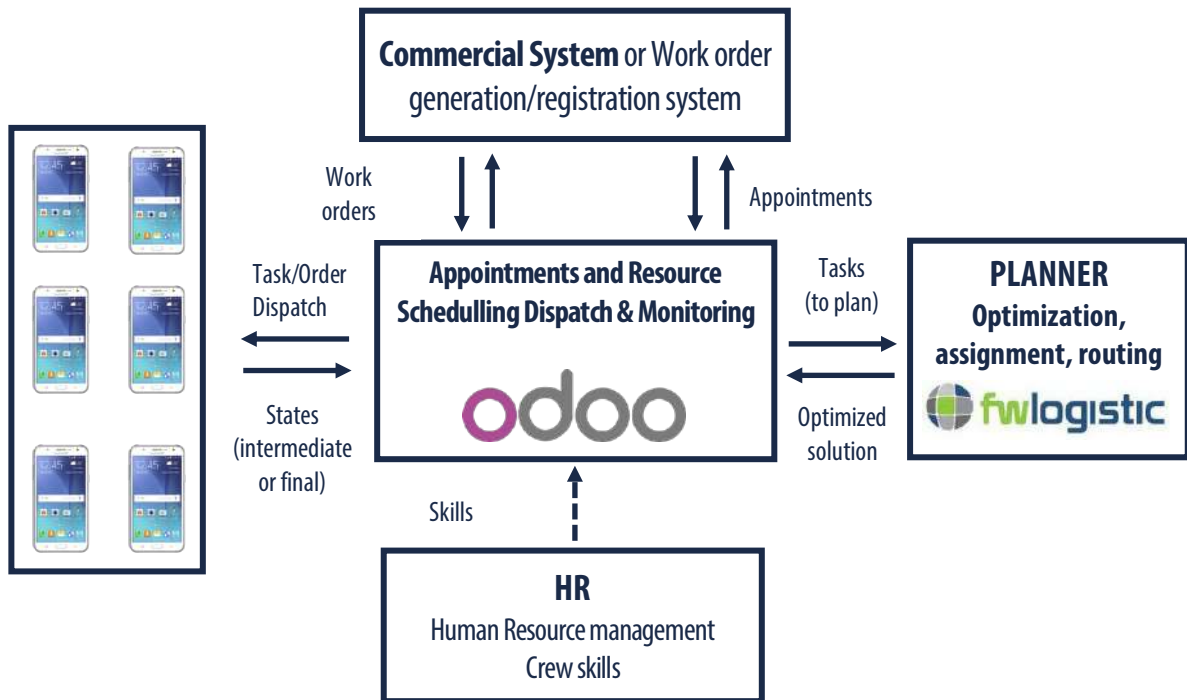
It provides a highly configurable structure, so it can be used for different type of service or industries.

Main features

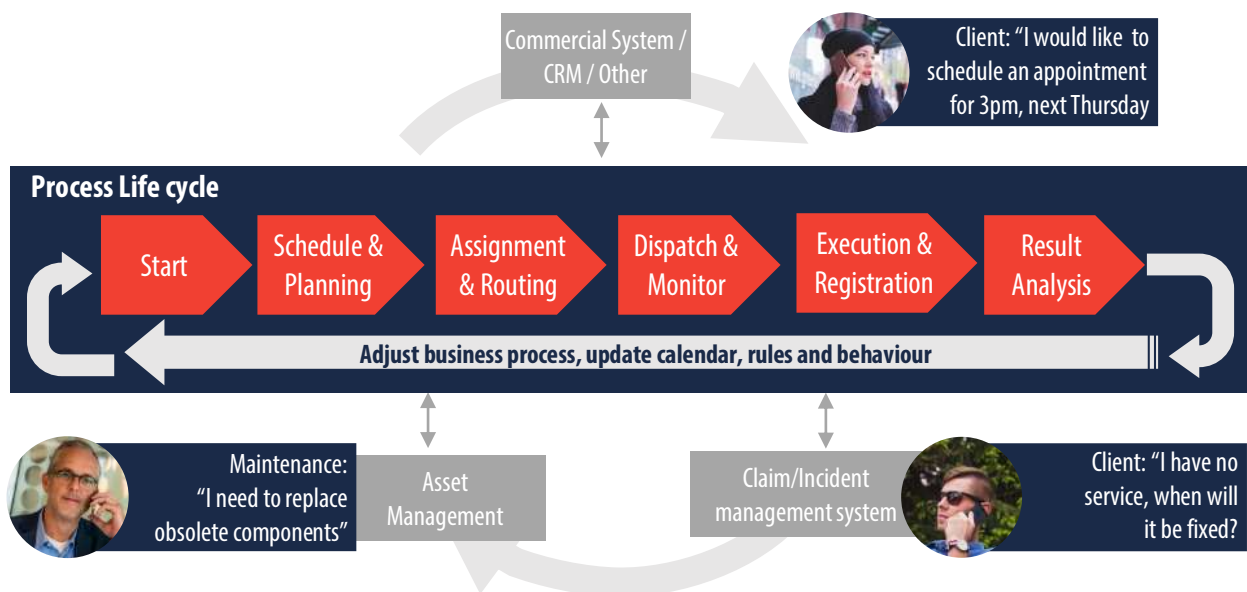
- Service order creation or reception from other systems (CRM, Commercial System, etc).
- Provide the ability to schedule customer appointments based on resource availability and costs. The system provides a prioritized list based on cost. Available also as a webservice so external applications can use it.
- Resource administration (human resources and skills, equipment, vehicles, shifts.
- Service management administration (type of task, type of services, SLA, dispatch areas, slot availability - for appointments.
- Planning and scheduling: based on rules and objectives that allow the optimization of assignments. It considers a wide range of criteria to perform task assignment, scheduling and routing.
- Dispatching and Monitoring.
 - Different way of dispatching: automatic, manual, dripping
 - Monitoring Dashboard where you see status, alerts, KPI, map view with online information of the Field service crews
- Task execution information: on-line registration of task state/end, shift end with release of unaccomplished tasks, client notification before arrival.
- Analysis of results (productivity, efficiency, client satisfaction, financial impact).



SOLUTION COMPONENTS



GENERAL PROCESS



Main benefits of implementing the solution:

- Operational cost reduction: route optimization and scheduling allow cost saving.
- Efficiency increase: maximizes tasks resolution with the same task force, reduction of failed appointments, right selection of resources for each task (based on skills and availability).
- Quality of service increase: It facilitates real-time task monitoring allowing web access and call center feedback.