



# ServiceMax for Utility Mobile Workforce Management

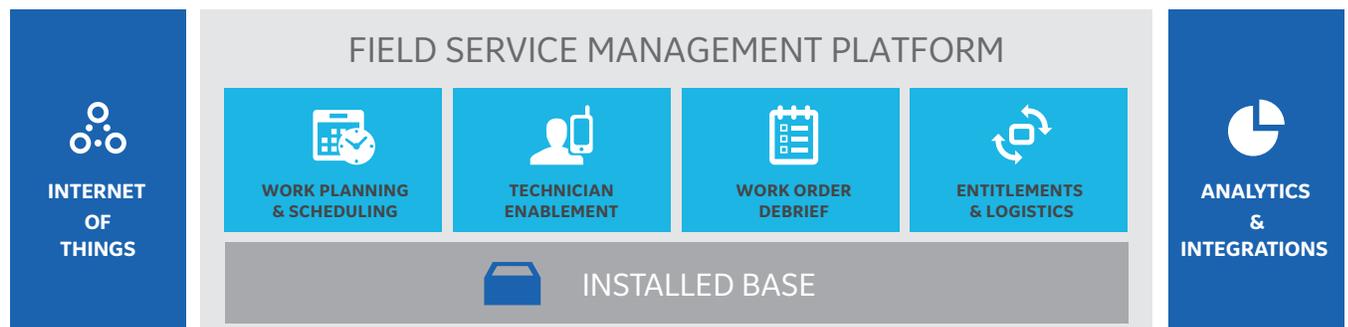
Utility systems for mobile workforce management are in a state of flux. The rise of distributed generation and the growing complexity of the grid are motivating utilities to harness the capabilities of field service software to lower operating costs, grow revenue and increase customer satisfaction. In its 2018 Market Guide for Mobile Workforce Management Systems for Utilities, Gartner recommends that utilities “partner with field service leaders to articulate a modern, digital field force strategy.”

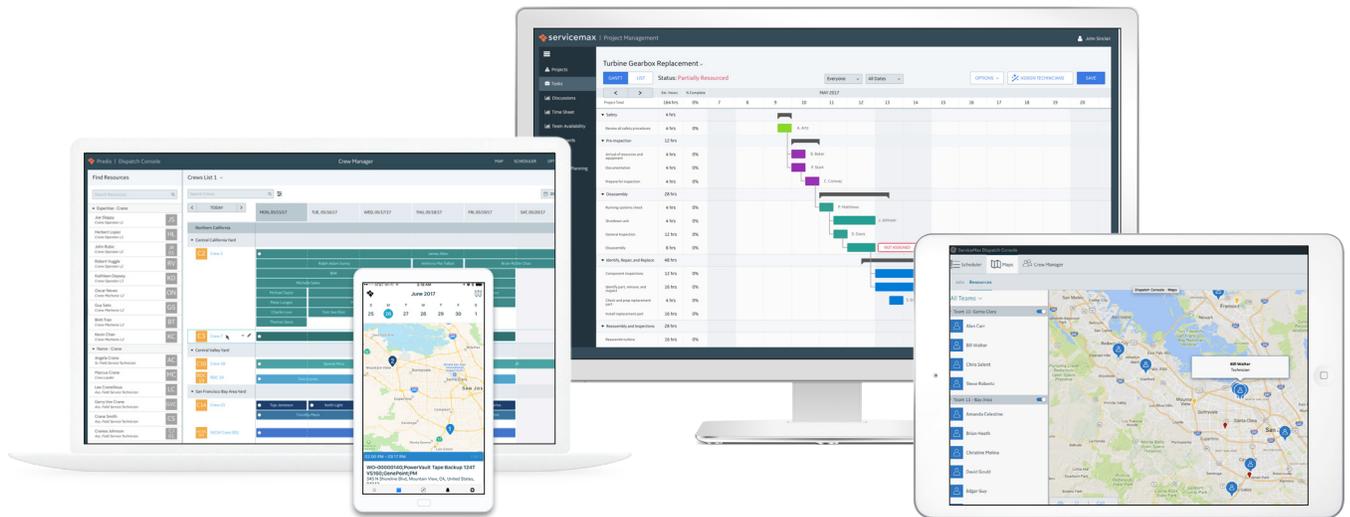
ServiceMax Field Service Software is the core of GE’s Utility Mobile Workforce Management solution, ensuring

utility workers are digitally-enabled workers. Integrations with critical utility applications optimize execution of both short cycle operations—emergency work, meter services, compliance jobs, maintenance and inspection—and long cycle operations, such as outage management, that encompass multiple days, tasks, and people.

It’s a unique Digital Utility Worker strategy that only GE can deliver: a leading horizontal Field Service Management solution seamlessly integrated with critical utility applications to deliver key outcomes such as productivity, revenue, and customer satisfaction.

## A Leading Field Service Platform





## Predix IoT and APM

Drive predictive maintenance by leveraging Asset Performance Management diagnostics that identify issues early and trigger proactive work on transformers and other critical assets.

## Installed Base Management

Give your workforce access to critical asset data including location, serial number, and service history.

## Work Planning & Scheduling

Ensure your team assigns the right workers to the right job at the right time. Schedule and dispatch field personnel and crews (based on availability, location, priority, and skills) as well as special tools and vehicles.

## Technician Enablement

Empower your utility workers with the data they need at their fingertips to deliver flawless service. Offline sync allows uninterrupted work regardless of wireless connectivity. Photo and video images capture document before/after conditions. Digital access to work procedures eliminates paperwork and boosts worker productivity. Integrate to GE Mobile Enterprise applications for Damage Assessment, Asset Update and Network Viewing.

## Work Order Debrief

Complete work order debriefs, account for time and material costs, conduct survey and data collection, and capture digital signatures while on site, eliminating the need for additional back office processing.

## Parts Logistics

Track parts in all stocking locations and ensure optimal restocking levels through trigger-based auto-replenishment.

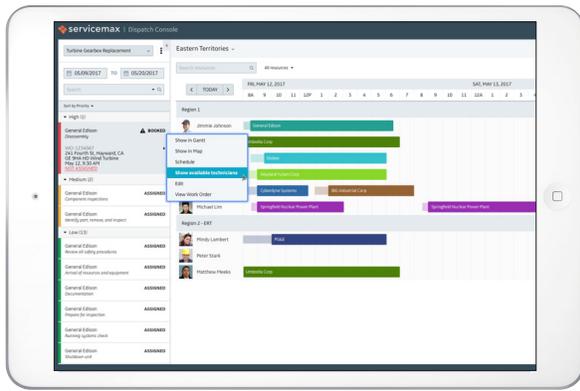
## 3rd Party Contractor Management

ServiceMax 3rd Party Contractor Communities allow utilities to assign work to and manage schedules for contractors; let contractors complete and debrief work; and enable real-time utility-contractor collaboration and performance tracking.

## Analytics & Integrations

Analyze performance by tracking Service Performance Metrics such as First Time Fix Rate, Mean Time to Repair, and Utilization. Connect to critical utility systems to collect work orders from multiple sources; schedule and dispatch to the workforce; and enable mobile work execution:

- Enterprise Resource Management
- Enterprise Asset Management
- Advanced Distribution Management Systems
- Outage Management Systems
- Geographic Information Systems
- Asset Performance Management



## Positioned to Address Utility Use Cases

- Storm response and outage restoration
- Switching work execution
- Damage assessment
- As-built map updates
- Asset inspection and maintenance
- Solar installation and service
- Battery/energy storage
- Meter services
- Energy services
- Predictive maintenance
- Vegetation management
- Drone-based inspection

## Delivering Proven Outcomes

ServiceMax supports critical utility outcomes such as reliability, productivity, safety, profitability and customer satisfaction. ServiceMax customers across multiple industries report a range of benefits related to these outcomes, including:

- 19% increase in technician productivity
- 9% reduction in service cost
- 13% decrease in compliance incidents
- 9% increase in asset uptime
- 11% increase in customer satisfaction (Net Promoter Score)
- 10% increase in service revenue
- Increased service performance visibility
- Avoided on-premise IT costs through cloud deployment

## Our Sustainable Advantage

What differentiates ServiceMax from other Utility Mobile Workforce Management solutions? It's this unique combination of capabilities:

- **Comprehensiveness:** recognized Leader in Field Service Management by Gartner, with the highest placement in “Completeness of Vision”
- **Time to value:** placed as Leader in “Ability to Execute” in Gartner report
- **Scale:** over 30k end users; 400+ customers in 40 countries; 150 million assets managed at 30 million locations
- **Customer results:** reported across a range of service outcomes
- **Mobile leadership:** recognized by Gartner for sustained commitment to mobile capabilities
- **Configurability:** follows a “configure not code” philosophy that allows customers to easily adapt workflow to specific needs
- **Ease of integration:** leverages deep experience with integrations to critical utility applications in GIS, ADMS/OMS, and APM
- **Utility use case experience:** expanding base of customers deploying smart meters, solar, distributed generation, and energy services
- **Industry domain:** access to GE Power industry expertise to guide product development
- **Thought leadership:** recognized thought leader in field service, demonstrated through articles, white papers, and customer training
- **Innovation:** early adopter of connected field service, machine learning, and other emerging technologies of IIoT/connected field service
- **Partner/system integrator ecosystem:** tight linkage of partners/SIs with professional services and customer success teams to ensure smooth implementation



## About ServiceMax

ServiceMax, from GE Digital, leads the global industry of field service management software—an estimated \$25 billion market worldwide. The company creates solutions for the 20 million people globally who install, maintain, and repair machines across dozens of industries as the leading provider of complete end-to-end mobile and cloud-based technology for the sector.

## About GE Digital

GE Digital is the leading software company for the Industrial Internet, reimagining industry's infrastructure by connecting software, apps and analytics to industrial businesses to drive a Predix-powered world. GE Digital creates software to design, build, operate and manage the entire asset lifecycle—enabling industrial businesses to operate faster, smarter and more efficiently. For more information, visit [www.ge.com/digital](http://www.ge.com/digital).

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