@Road Dynamic Capacity Management™ Suite

Improve Customer Experience While Managing Cost of Service

Faced with increasing choices of service providers and personal time constraints, today's customers have high expectations for service delivery. To maintain a competitive advantage, field service delivery organizations must be able to offer desired customer appointment windows—but at a cost that the business can sustain.

The @Road® Dynamic Capacity Management™ (DCM) suite provides the solutions companies need to improve customers' experience of field service delivery, while maintaining control over the cost of providing that service. DCM works with the @Road Taskforce™ solution to provide an intelligent, automated Field Service Management (FSM) product that continually synchronizes the right resources required to fulfill consumer demand—even among complex and unpredictable circumstances. DCM maximizes the value Taskforce provides to the schedule planning and execution process through its three components: Capacity Planner™, Capacity Controller™ and Intelligent Appointer™.

Capacity Planner: Planning Capacity Usage

The Capacity Planner component of DCM helps businesses create field service plans that define the available resources, skills and cost levels they would like to maintain in delivering service commitments. The Capacity Planner is an enterprise-grade client-server solution. It can draw data from external forecasting systems and databases, or accept manual input, to provide managers with a flexible, single-view template for managing actual workload versus available capacity.

- Allows managers to consider the capacity and cost effects of changeable resource factors in various scenarios
- Provides visibility of forecast data, time periods and geographical areas
- Accepts input from a variety of forecasting systems and databases, as well as manual input
- Allows inclusion of cost factors, which managers can tie in to Key Performance Indicators (KPIs)
- Creates a full audit trail of published plans for a plan lifecycle

Capacity Controller: Controlling Capacity Usage

The Capacity Controller component of DCM allows managers to define the capacity available to fulfill workload demand, by implementing the decisions made using the Capacity Planner. The Capacity Controller is automatically populated with published planning data from Capacity Planner and regularly updated with data from Taskforce. Capacity Controller enables flexible management of current and future work, which is especially beneficial in situations where businesses must reserve capacity for important work that is expected but has not yet arrived, such as repairs.

@Road Dynamic Capacity Management Suite
- Effectively plan and schedule field service resources
- Raise customer quality of experience
- Control service delivery costs

- Regulates the specified amount of capacity to fulfill defined types of work, regardless of demand
- Reserves resources to fulfill short-notice work
- Channels resources to fulfill more profitable work types, and caps resources to limit low priority work types
- Helps businesses fulfill appointment commitments and Service Level Agreements (SLAs)
- Works seamlessly with Intelligent Appointer, returning an immediate response when capacity is clearly available, or passing the query to Intelligent Appointer for assessment when available capacity is limited

Intelligent Appointer: Making Commitments Intelligently

The Intelligent Appointer component of DCM allows businesses to immediately assess the feasibility of an appointment against the live schedule information provided by Taskforce. When receiving customer requests for service, contact center agents can use Intelligent Appointer to determine appointment windows that are both convenient to the customer and available at a low resource cost to the business. Companies may decide to offer higher-cost appointment times at an additional cost to the customer, which can provide flexibility of customer choice as well as additional streams of service revenue.

- Allows real-time assessment of feasibility and cost of customer appointment time windows
- Enables companies to offer more narrow and flexible appointment windows, with greater certainty of meeting those appointments
- Helps companies monitor customer service performance in terms of commitment provided versus the cost of that commitment
- Fully integrates with Taskforce for reservations and task creation
- Promotes improvements in customer Quality of Experience and reduces duration of customer calls

Part of an End-to-End Mobile Resource Management Solution

DCM and Taskforce are core components of @Road Field Service Management (FSM) offerings. Together with Field Force Management and Field Asset Management products, @Road FSM services help make up the complete array of @Road end-to-end Mobile Resource Management solutions.

@Road solutions are highly reliable and available, with dual data centers in widely separated locations. Key technology components of our on-demand, licensed and MSP solutions are easily expandable to accommodate the individual needs of our expanding customer base.

www.road.com ■ North America: 1-877-7AtRoad ■ Europe: 44 (0) 1473-696-300 ■ Asia Pacific: 91 (44) 2254-1941

About @Road

@Road, Inc. is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

@Road, Inc.
World Headquarters
47071 Bayside Parkway
Fremont, CA 94538
Tel: 1-877-7AtRoad
www.road.com

@Road (APAC)
Third Floor, Elnet Software City
CPT Road, Taramani, Chennai-113
Tel: 91 (44) 2254-1941
www.road.com

@Road, Ltd. (EMEA)
North Felaw Maltings
48 Felaw Street
Ipswich IP2 8HE, United Kingdom
Tel: 44 (0) 1473-696-300
www.road.com

DS-DCM-0306US