

Field crew route and calendar information

Field Force Automation (FFA) software for SAP® forms part of a suite of decision support tools from GE Energy that enable utility and telecommunication organizations to leverage their SAP asset and geospatial network information for improved field operations. FFA is a comprehensive solution providing advanced tools for optimizing network companies' field resource assignment and dispatch activities.

The FFA tool improves the complete flow of work orders through the organization and to mobile service teams—including creation, assignment, dispatch, monitoring, field activity reporting, and charge accounting for such operations as:

- Inspection
- Repair
- Maintenance
- Meter reading
- Service installation and testing
- Trouble call response



Leveraging Your SAP Investment

The FFA tool enables SAP customers to further leverage the investment made in their SAP system. This tool can provide updates back to SAP as well as other pertinent corporate systems, ensuring current data is available throughout the organization. When SAP is combined with FFA software from GE Energy, it provides a complete mobile workforce management solution, providing optimization of an organization's resources while assisting in the reduction of field operation costs by as much as 35%.

Seamlessly Access SAP Data for Optimal Resource Planning and Work Scheduling

This integration between SAP's core modules and the FFA's scheduling engine is fully compliant with defined SAP criteria and allows the sophisticated scheduling undertaken by the FFA application to be utilized for all SAP-generated work orders. A work order created in SAP is fed into the FFA tool where a complex algorithm ensures the best crew is assigned to undertake the work. Many criteria are used in this selection, including, but not limited to:

- Crew location
- Required skill set
- Equipment needs and availability
- Holiday, vacation and other staff availability information
- Current crew status
- Status of other work orders in progress

Once assigned, each crew is provided with an optimal route in which to undertake their jobs. The advanced street level routing exceeds standard point-to-point distance routing by further analyzing routes with such information as:

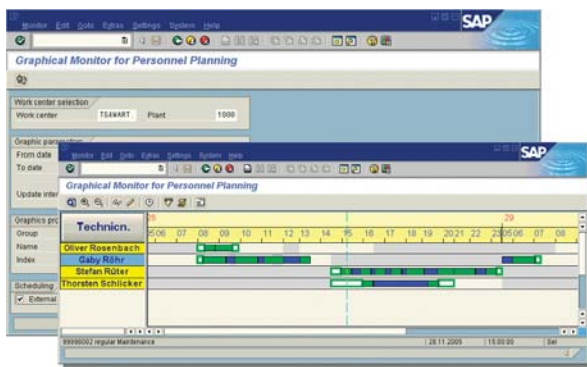
- One-ways
- Congestion
- Average speed
- Traffic signals
- Real-time information (if available) such as traffic flow, accidents, closures, etc.

The scheduled work orders are fed back into the SAP system for dispatch and utilization by the relevant crews. This seamless operation between the FFA application and the SAP environment provides customer service representatives or the dispatcher/scheduler with uninterrupted operations.

Additional integration with SAP includes certification for deployment on the SAP Netweaver® Application Server. Both of these certifications position Field Force Automation as the ideal complement to any SAP system.

Features

- Schedule resources using manual, automatic, and semi-automatic modes with heuristic algorithms
- Automatic work order optimization and balancing by analyzing worker availability, area, skills, contracts, preferences, equipment, wage and street-level routing
- Manage all levels of work orders with an intrinsic hierarchy that supports projects, service orders, work orders, actions, and routine and emergency events
- Includes advanced street-level routing and custom database
- Ability to integrate to multiple modules of SAP or outside enterprise systems such as CIS, OMS, WMS, EAM
- Online access from SAP's tools for capacity planning and work order scheduling in Field Force Automation software
- The Field Force Automation application is certified for the CS-SDL SAP Interface



SAP view of schedule field crews

Benefits

- Reduce dispatch times associated with manual crew assignment by 33%
- Potential cost savings from 25-35% on overall field operations, recognized in as few as eight months through improved resource productivity and utilization, optimized travel routes and reduced overtime costs
- Improve operating efficiencies through the application of consistent scheduling policies throughout the organization and providing centralized scheduling and dispatching operations
- Eliminate the complexity and high cost of acquiring and maintaining point software products from different vendors and performing custom integration

System Requirements

SAP Business Connector 4.6C

For additional FFA system requirements please refer to the FFA Brochure



For more information contact us at
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