



EVERY WORKFORCE CAN BE BETTER MANAGED

# TAKE OFF WITH ADVANTEX ENTERPRISE WORKFORCE MANAGEMENT

Advantex dissolves the boundaries impeding efficient workflow and provides a platform for managing work across your enterprise. And it doesn't matter where the work is generated. Advantex optimally assigns and dispatches work to the field, monitors work progress, responds to changing conditions, and measures work performance – all in real time.

Proven in over a hundred implementations worldwide, Advantex has enabled MDSI customers to gain new efficiencies and savings in both the field and the office. It maximizes ROI and provides a quick payback period. With Advantex, customers have dramatically improved data accuracy and realized measurable benefits including:



- 99% more commitments met
- 30 – 50% reduction in travel time
- 10 – 30% more jobs completed
- 20 – 30% increase in asset and service availability
- 20 – 40% improvement in response times

## EXPERIENCE. WORLDWIDE.

MDSI has successfully delivered more enterprise workforce management solutions to more companies, in more places, than any other supplier. Shown is just a sample of our customers from around the globe.

Customers shown on the map include:

- Puget Sound Energy
- City of Tacoma
- Colorado Springs Utilities
- PG&E
- Cox
- SDG&E
- Atmos Energy
- CenterPoint Energy
- Xcel Energy
- Sprint
- Consumers Energy
- Rogers Cable
- Yorkshire Water
- National Grid
- Wales and West Utilities
- Time Warner
- American Water
- Vectren
- Southern Company
- Florida Power Corp.
- Relacom
- eircom
- NESA Dong
- Belgacom
- Telkom SA
- Meralco
- Sydney Water
- Optus



# ADVANTEX – GET YOUR WORKFORCE FLYING

Nature took millions of years to create a workforce as efficient and industrious as the honey bee. Businesses today are expected to do it now. Customers demand responsiveness and quality of service from every company they deal with. You need to optimize service delivery and improve reliability of critical assets, while making efficient use of crews and equipment, and minimizing costs.

With MDSI's Advantex, you'll have all the tools to build a smarter, faster and more cost-effective workforce. Our Enterprise Workforce Management (EWF) solution is the complete mobile infrastructure you need to plan, schedule and execute all types of field work.

## ADVANTEX A FULLY INTEGRATED WORKFORCE MANAGEMENT SOLUTION

### Plan

- People
- Equipment
- Parts

### Schedule

- All types of field work orders
- Contract and full-time workers
- Shift planning
- Customer appointment booking
- Route sequencing

### Dispatch

- Map-based management
- Common cause outages
- Vehicle tracking & monitoring
- Exception handling

### Manage Inventory

- Inventory tracking
- Parts location
- Usage tracking
- Restocking

### Mobility

- Mobile application
- Time reporting
- Multi-device support
- Street and facility maps
- Asset data sheets & drawings

### Wireless Data

- Wireless middleware
- Network roaming
- Data compression & encryption
- Off-line processing support

### Applications Integration

- Open interface
- Standard adapters

### Business Intelligence

- Historical database
- Web-based reporting
- Near real-time monitoring
- Standard KPI reports

### System Management

- System administration
- Configuration tools
- System monitoring
- Software distribution



# ADVANTEX – THE COMPLETE SOLUTION

**SCHEDULING** Do the job right the first time. Advantex uses dynamic schedule optimization based on multi-layer, complex rules to ensure the right technician arrives at the right place and time, at the least cost to the business. In addition to location, priority, and availability, Advantex considers skill sets, tools, parts availability, overtime, wage rate, and workload balance to generate an optimal schedule.

**MOBILITY** Provide mobile workers with everything they need. With Advantex, they'll have the tools, information, and wireless capabilities to receive work orders, complete the work, and send status updates and order completion information back to the enterprise – wirelessly and in real-time. With integrated global position system (GPS), mobile mapping, and lat/long-based street-level routing, Advantex ensures optimal routes for traveling between assignments to minimize distance and time and reduce fuel costs.

**DISPATCH** Give dispatchers the tools to monitor progress of all work in the field in real-time so they can make informed decisions and respond to jeopardy conditions or emergency situations. Vehicle tracking with GPS, dispatch maps, and a user-friendly graphical display enable dispatchers and supervisors to pinpoint the location of field resources at any time. The result is faster response to emergency orders and improved technician safety and performance.

**BUSINESS INTELLIGENCE** Harness the power of your workforce management data to measure real performance. Advantex provides critical visibility and insight into operational status, both at a tactical, day-to-day level and at the strategic, forecasting level. Easy Web access to multi-dimensional analysis and detailed performance reports allows you to uncover the real drivers of your workforce performance and make adjustments to maximize efficiency.

**MOBILE INVENTORY TRACKING** Provide planners and mobile workers with better inventory control. Advantex offers the ability to monitor, control, and maintain inventory on vehicles to ensure technicians always have the right parts for the job. Automate the process for restocking vehicles, reduce fuel costs by maintaining minimum stock levels, and pinpoint the nearest part .



## GET IN THE DRIVER'S SEAT WITH COMPOSE

With this GUI-based configuration tool, you can capture your specific workforce practices to deliver an Advantex system unique to your organization. With industry template configurations for communications (telecommunications, broadband) and utilities (gas, water, electricity) as a starting point, you can configure and adapt Advantex to meet the evolving needs of your organization.

## ADVANTEX IN A BOX

Advantex is simple to configure, deploy, and maintain.

Advantex in a Box is a new delivery and support model for Advantex, designed to maximize and expedite your ROI. This complete off-the-shelf (COTS) solution simplifies installation, deployment, and maintenance of the system.

Advantex in a Box includes all executables, tools, industry templates, training, and documentation you need to install, configure, deploy, and support your Advantex system.

By offering you more control and flexibility over the ongoing management of your system, Advantex in a Box reduces deployment risk, simplifies upgrades with a well-defined upgrade path, and lowers the total cost of ownership through decreased implementation and support costs.



# ADVANTEX – SMARTER. SIMPLER. BETTER.

## EASIER ACCESS, IMPROVED ACCURACY

- Ensure information is not lost or mishandled with wireless communications
- Automate field collection and validation of work results
- Deliver critical enterprise, customer, and asset information to the field
- Access real-time feedback on work progress
- Increase data accuracy with user-friendly graphical interface, pick lists, and auto-fill fields

## SEE MORE, CONTROL MORE

- Measure and analyze operational performance
- Leverage an enterprise-wide view of workforce and its workload
- Access web-based, real-time tactical reporting tools
- Continuously optimize scheduling as daily changes occur
- Configure, deploy and modify your system faster with simple configuration tools

## CONSOLIDATE AND SAVE

- Eliminate work order sorting, bagging, and manual entry of completion information
- Consolidate geographically-dispersed dispatch centers
- Reduce number of field technicians required

## INCREASE CUSTOMER SATISFACTION

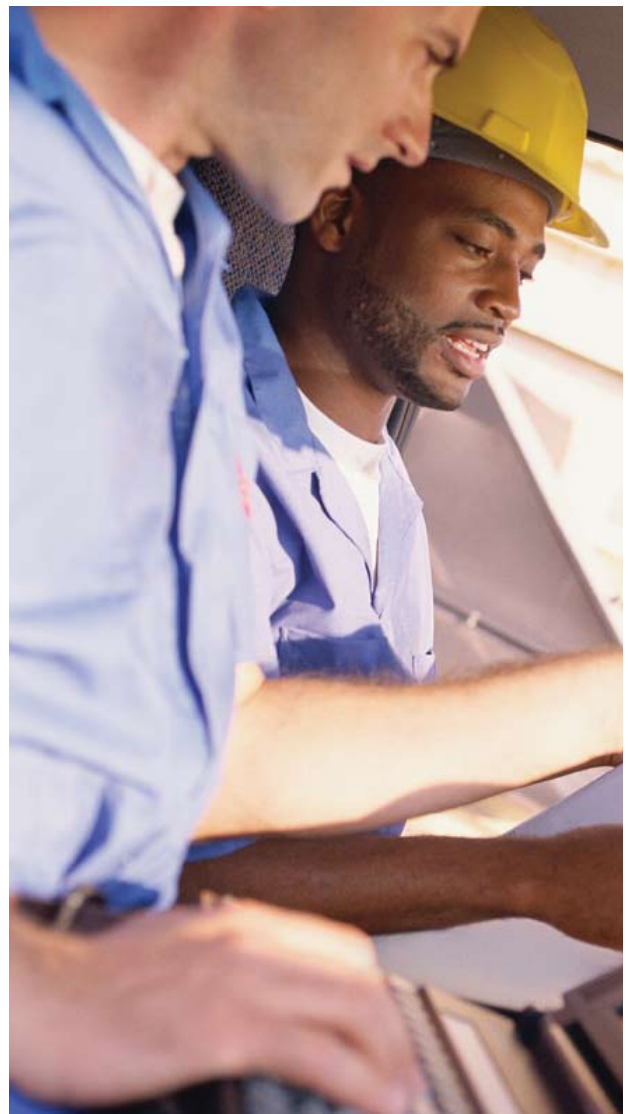
- Meet more customer commitments
- Ensure workers have the right equipment, skills, and parts to finish the job the first time
- Confidently offer narrower service appointment windows
- Provide real-time feedback to customers

## DECREASE COSTS

- Reduce travel time and distance
- Reduce employee overtime
- Decrease operating expenses and overhead
- Optimize use of contractors

## INCREASE EFFICIENCY

- Eliminate voice and paper-based processes
- Increase volume of work orders and completion rates
- Improve service response times
- Reduce travel time with geo-spatially optimized routing
- Improve monitoring and management of field resources
- Significantly reduce time needed for generating, reviewing, and changing schedules with optimized, dynamic scheduling



# MDSI – THE SMARTER CHOICE



At MDSI, we've been automating field operations since bar codes were cutting edge and mobile devices cost upwards of \$10,000 each. We've implemented more than a hundred EWFM solutions ranging in size from 50 to tens of thousands of technicians. It's that experience that protects your investment and ensures that you achieve your business goals.

## SCALABLE

Advantex is fully scalable up or down to meet the needs of your organization, with no limit on the number of mobile users.

## SUPERIOR WIRELESS CAPABILITIES

Advantex supports an extensive list of wireless packet and circuit-switched IP networks, as well as public and private non-IP-based networks and satellite networks. Advantex insulates mobile workers from the complexities of working in a mobile environment, such as roaming between networks, moving in and out of coverage, working offline, or bad network connections.

## INDUSTRY-STANDARD

Advantex leverages global standards and de facto industry standard products to create an open, distributed framework that supports a flexible, adaptable enterprise workforce management solution.

## APPLICATION INTEGRATION

Integrate Advantex seamlessly with your back-office applications, such as CIS, CRM, OMS, ERP, EAM, billing, and other legacy systems to extend the benefits of enterprise applications to the field.

## UNRIVALED EXPERIENCE

No company can match MDSI's history and experience in workforce management. More than 100,000 mobile workers at service companies around the globe use Advantex every day.

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