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# The Most Effective Way to Manage Field Based Services

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Dynamic Resource Scheduling

 KIRONA™



# DPS Xmbrace DRS

Field based service; getting every step right.



# The need to improve your organisation's productivity, customer service and streamline processes whilst reducing costs, are common challenges whether your organisation provides care, installs, fixes, collects, estimates, delivers or inspects in a field based environment.

Kirona enables hundreds of organisations to meet these challenges and deliver exceptional service for the lowest possible operational cost. We do this through Dynamic Resource Scheduling (DRS) that seamlessly blends appointed, planned and responsive work across the field based workforce. Xmmbrace DRS software helps our clients to ensure that all their commitments are

met, more tasks are completed during a single visit and unproductive travel time is kept to a minimum.

Kirona provides an all-encompassing solution that enables you to plan, schedule, manage and analyse your field based operation.



## Planning & Scheduling

Enabling you to define your work and your resources and then to ensure that every permutation of work allocation is taken into account when scheduling tasks. This allows you to fully optimise your workforce, to reduce costs and meet your customer commitments.



## Managing & Responding

Providing real-time visibility of progress against the scheduled work and ensuring that emerging day challenges such as no access and emergency work is all taken in your stride, with dynamic scheduling ensuring you continue to operate in the optimum manner.

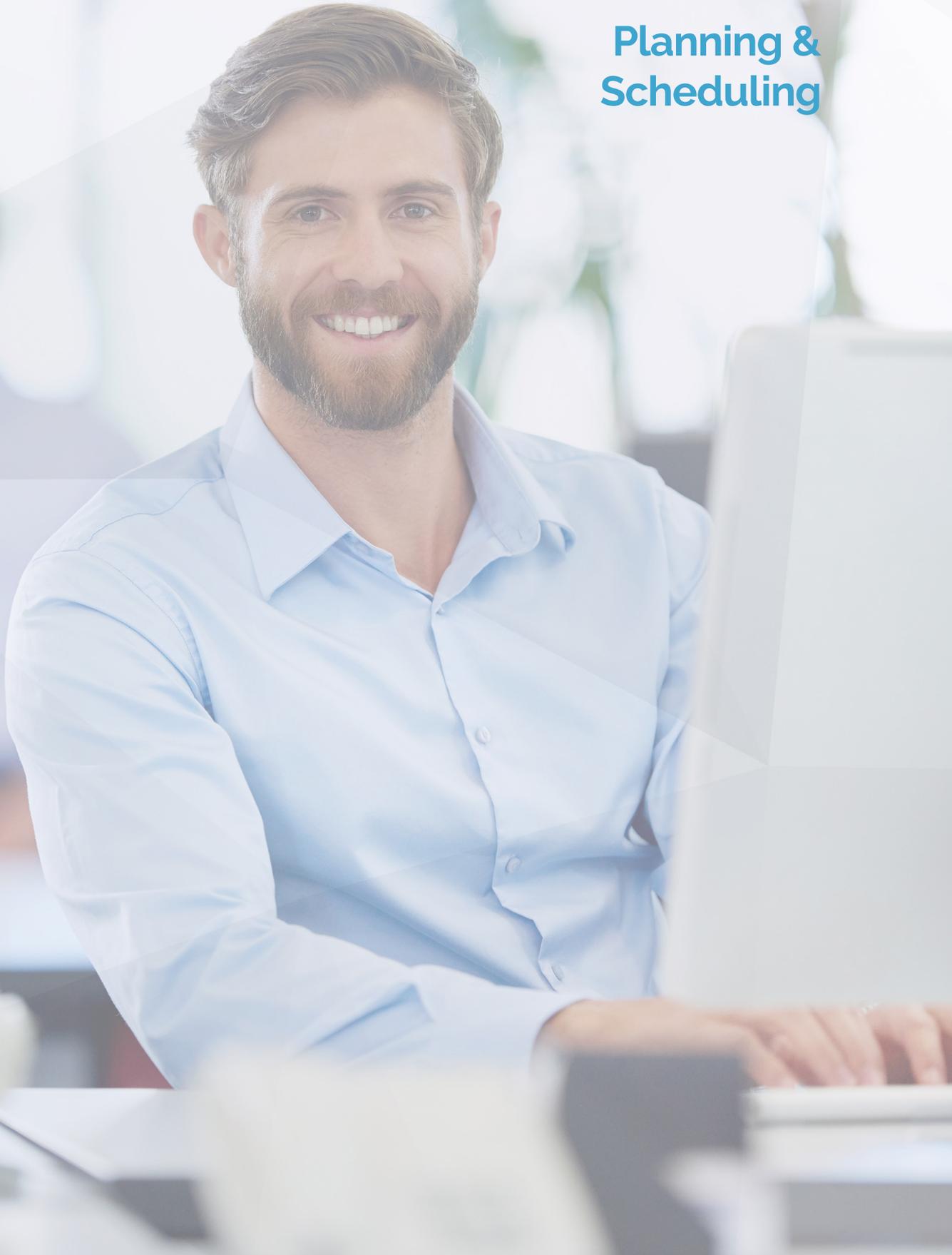


## Analysing & Improving

Enabling you to understand every dimension of your operation. How you are measuring up to key performance indicators, how changes in appointment setting, customer demand and geographic elements are affecting performance and delivering you actionable insight.



## Planning & Scheduling



**Work planning and scheduling** is one of the most critical elements of any field-based organisation, get it right and it can significantly increase productivity, reduce costs and deliver a far more customer centric service.

DRS enables you to leverage our unique expertise in planning & scheduling with powerful tools, which are both intuitive and fully aligned to the needs of your business.



### Defining Resources

Enabling you to define your resource in terms of their skills, applicable accreditations, gender and even languages spoken. DRS also enable you to define non-human resources such as vehicles, materials and special equipment allowing you to quickly align the most appropriate resources to each task.



### Minimising Travel

Key to optimising field-based work is to minimise travel. Our years of experience has enabled us to develop accurate journey planning, we do not use 'as the crow flies' distances, but real-life street level mapping that takes into consideration geographic and urban travel considerations up to date information on possible congestion.



### Optimising Resources

With many tasks, many locations and many field based workers, it is impossible to manually consider every permutation. DRS ensures you fully optimise your resources, it takes into consideration all tasks and determines the optimum way to evenly distribute work across your team.



### Intelligent Appointments

DRS enables organisations to work more intelligently when offering and confirming appointments. What is unique is that DRS does not just present available slots, but analyses the schedule taking into account workloads and location to suggest the most cost effective time slots to offer the customer.



# Managing The Emerging Day



**Implementing a truly dynamic resource scheduling solution, means you are in control of the unexpected changes that occur throughout the day.** Work can overrun, employees get delayed in traffic or emergency tasks arise and have to be prioritised.

This is reality for any field-based operation and unless your planning tool can handle this, then your schedule is ineffective from the moment your day starts. Dynamic Scheduling is a key capability of DRS not only enabling

the unexpected to be taken in your stride but ensuring that the day continues to operate in the most optimum manner.



### Real-Time Management

DRS allows you to track in real-time progress against your work schedule. This is enhanced when integrated with Kirona's Job Manager mobile working application that automatically updates DRS from the field, enabling managers to quickly see those jobs completed, in-progress and outstanding in visual form.



### Dynamic Scheduling

DRS not only enables you to see what is happening, but to automatically respond to the emerging day. When DRS detects a problem such as a job overrunning or a no-access visit, the plan is dynamically rescheduled with work being reallocated to ensure that every job is completed in the most optimum way.



### Emergency Work & Exceptions

The ability to dynamically re-plan changes the way organisations can respond to emergency work and exceptions. No longer do buffer slots have to be kept, with DRS emergencies and exceptions dynamically allocated across the whole field workforce, driving greater productivity and a far more responsive service.



**DRS** Xmbrace **DRS**

Analyse

**Through tracking every dimension** of your field-based work, managers gain valuable insight into both changing demands and the associated consequences on efficiency.

DRS provides a comprehensive range of analytics that enable managers to take a step back and truly understand every element of their operation. With such insight managers are able to review the performance of individuals, how work types are changing, the

geographic spread of work and achievements against key performance indications. Here are just some of the ways that DRS enables managers to drive transformational change.



### Productivity By Work Type

By understanding the nature and type of work being performed, managers are able to spot trends in changing demands enabling more effective alignment of the workforce to the demands of the business.



### Productivity By Job By Worker

With the ability to drill-down into every single job or activity performed, DRS allows you to fully understand the performance of your team against every type of work. You can identify those jobs that have a greater risk of overruns and those workers that are most productive.



### Cost by Geography

By analysing how work is performed on a geographic basis enables managers to understand which locations are incurring the greatest cost to serve. With this insight managers can quickly evaluate geographic realignment of the workforce to improve performance.



### Calibrate Your Business Goals

DRS allows you to quickly change its configuration in order to shift the focus between revenue, customer satisfaction, field worker satisfaction and operational efficiency. As such you continually improve your business performance, as well as quickly adapting to changing organisation commitments.



## Business impact

By implementing Kirona's Xmbrace DRS software, your organisation will benefit from truly dynamic resource scheduling that enables improved productivity, customer service and reduced office and field based costs.

Average

# 20%

### INCREASE IN PRODUCTIVITY

- More jobs completed per worker, per day
- Improved worker, vehicle and equipment optimisation
- Travel time and admin is reduced, maximising worker time onsite

Average

# 20%

### REDUCED OFFICE ADMIN OVERHEADS

- Less time required to plan work and manage customers
- Less effort required to track, manage and reschedule work during the emerging day
- Fewer contact centre inquiries, and shorter call durations

Average

# 50%

### REDUCED FIELD SERVICE OVERHEADS

- Reduced fleet and fuel costs
- Greater SLA compliance and fewer financial penalties
- Increased workforce capacity, meaning less overtime/external contractor use

Average

# 95%

### INCREASE IN CUSTOMER SATISFACTION

- More "first time resolutions"
- More customer commitments kept
- Reduced response times for emergency visits

## About Kirona

Founded in 2003, Kirona is recognised as a leader in the development and delivery of Field Force Automation software solutions.

We are successful because we tailor our approach to guarantee our customers achieve their business goals; increasing the number of jobs they carry out each day, reducing overheads such as fleet mileage and administration, and providing better customer satisfaction.

Over £20m has been spent in R&D of our product with over 25,000 field workers now relying on our software to undertake their work. Our portfolio of business applications enables them to streamline their service:

- Automatically schedule jobs and monitor their progress in real-time
- Reduce administration and travel in the mobile operative's day to provide more time for core tasks
- Locate and track your field based assets for operational and lone worker purposes

These applications can be fully integrated with their existing infrastructure, or be rolled-out as independent solutions, with the option of being hosted in Kirona's Private Cloud. In both scenarios the workflow is seam-less from the time a customer requirement for a service is created, to its delivery by the organisation's workforce.

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