Optimizing workflow efficiency, improving worker productivity, enhancing customer satisfaction
ABB Service Suite – Mobile Workforce Analytics

Do you know how much time your field workers are spending on useful work?
Are you struggling to improve service performance and customer satisfaction?
Do you know where to make changes in your workflows to boost efficiency?

For Utilities and Telecommunications companies alike, ABB’s Service Suite – Mobile Workforce Analytics solution provides executives and managers with critical insight into work activities and crew performance across the entire organization helping to maximize worker productivity, improve operational efficiency and boost customer satisfaction. With pre-defined key performance indicators (KPIs), our solution represents industry best practices designed to help you establish performance baselines, identify underperforming areas, make operational changes and track improvements on an on-going basis.

Strategic partnership with Microsoft
ABB’s industry-leading partnership with Microsoft, a pacesetter in business intelligence, brings together deep expertise in analytics technologies and industry domain experience in Mobile Workforce Management (MWFM) to offer a best-class analytics solution. Based on Microsoft’s technology tools, including its powerful data visualization engine – Power BI – our solution easily integrates into a community of Microsoft business intelligence tools, including MS Excel, Azure Cloud, SQL Server Analysis and SQL Integration Services.

A Mobile Workforce Analytics solution aligned with your business outcomes

Work Management & Customer Commitments
Our dashboards, such as Work Volume, Work Backlog, Commitments Met and their respective individual executive level summaries, aim to provide insights into how work is being managed through each step in the work order lifecycle process. Work Management helps you identify and prioritize areas that require investment to generate the biggest impact on your corporate objectives, including lowering costs, increasing workflow efficiency, shortening travel times, improving yard safety and boosting customer satisfaction. These dashboards and reports specifically focus on providing a deeper understanding into work performance rates, such as work completion and cancellation rates, and an overview of performance across various work types, job priorities and multiple business regions or service territories.

The executive level dashboard brings together the most important performance metrics into one view, enabling executives and managers to quickly identify business areas that require attention. Additional Work Management dashboards provide a broad overview of organizational performance on customer commitments and appointments, services standards, future work backlog and past due work already started and not started.

Field Force Management
With our Field Force Management dashboards, you can focus on addressing business challenges around field worker productivity and work execution. Field Force Management helps you establish baselines to measure past, current and future results, as new systems and processes are put into production. Baselines are set by type of work, task, location, organizational level, timeframes and identification of best practices.

By analyzing past performance, you can objectively identify best practices within your organization at all levels for all types of work, enabling front-line managers to set attainable performance objectives that meet your corporate goals. With evolving business processes and continuous process improvement initiatives planned or underway, timely performance measurement is imperative. With annualized trending, you can measure performance on a weekly or daily basis and track improvements on an ongoing basis.

Pre-packaged, out-of-the-box value
With a comprehensive library of pre-defined metrics representing the industry’s best business practices, Service Suite – Mobile Workforce Analytics is pre-packaged, out-of-the-box to help customers visualize actionable information from day one, support operational decision-making and help maximize ROI.

- Reduce deployment time and achieve faster ROI with pre-packaged ETLs, data model and dashboards that can be quickly deployed out of the box.
- Lower total cost of ownership by integrating with other Microsoft tools for greater scalability and development efficiency.
- Pre-configured standard integration with ABB’s Mobile Workforce Management product, Service Suite, helps to reduce IT application management costs and provides a simplified, easy path for future upgrades, modifications and enhancements.
Distinctive technology components

**Microsoft PowerBI**
A powerful cloud-based data visualization platform that serves dashboard interactive visualizations of performance metrics and enhanced data exploration to enable business analysis and decision making. Reports extract data from a SQL Server Analysis Services tabular data model.

**Microsoft SQL Server Integration Services (SSIS)**
Extracts data from a source dataset, transforms and loads that data into the business intelligence model, providing it in a format that enables report analysis.

**Microsoft SQL Server Analysis Services (SSAS)**
A business-friendly tabular model of the data, optimized for high performance, high scalability and faster data queries.

Industry-leading features for today's needs and beyond Cloud

- PowerBI Cloud capabilities within ABB's analytics solution bring all of your company's workforce performance data together in one place, enabling access and visualization of information in near real-time, from anywhere, and at any time
- With PowerBI, you can easily create and push new business content into your organization's workspace for greater collaboration across multiple decentralized teams

**Mobility**
- Native PowerBI Mobile apps available on multiple mobile platforms provide fast and easy access to your dashboards, to interact with your data while on the go
- For business team leaders, ABB's Mobile Workforce analytics platform enables easier distribution of business content, allowing you to create content once and publish it to multiple devices
- Using PowerBI mobile apps, you can set alerts to notify you when data in your dashboards are refreshed, or if a new value is above or below pre-set threshold limits

**Self-Service Analytics**
Highly flexible
Business users can easily and quickly create their own custom dashboards, customize a report's layout or format – minimizing reliance on IT for developing new content.

User-friendly
Our solution’s simple drag-and-drop user experience allows you to quickly create executive level content from multiple data sources, stream and monitor data in near-real time and uncover new business insights.

**Extensibility**
Easily extend the solution by creating a custom data model that addresses your emerging workforce business needs or specific requirements; combine it with existing datasets and create new custom dashboards for additional visualization.

**Data Exploration**
Dashboards present an overall view of KPIs with drill features allowing for drill downs or cross-drilling of key metrics for deeper insights.

**Content Distribution and User Access Management**
Distribution
Easily distribute live-updating reports and dashboards to an email list or workgroup for multi-user collaborative editing. Export data and reports in multiple formats including XLS and quickly print specific reports and dashboards as needed.

User Access management
Role-based capabilities provides granular control around which you can access specific dashboards or data model helping to maintain system integrity.

**Hybrid Deployment Models**
Flexible deployment capabilities of PowerBI within ABB's analytics solution allows for live connections to data sources located either on-premise or in the cloud.

**Compatibility**
ABB Service Suite – Mobile Workforce Analytics 1.0 is compatible with Service Suite 9.4 and later. Should you be on an earlier version of Service Suite, ABB will engage with you to determine compatibility options.
About ABB’s Enterprise Software product group
We provide industry-leading software and deep domain expertise to help the world’s most asset-intensive industries such as mining, energy, and utilities solve their biggest challenges, from plant level, to regional network scale, to global fleet-wide operations.

Our enterprise software portfolio offers an unparalleled range of solutions for asset performance management, operations and workforce management, network control, and energy portfolio management to help customers reach new levels of efficiency, reliability, safety and sustainability. We are constantly researching and incorporating the latest technology innovations in areas such as mobility, analytics and cloud computing.

We offer unmatched capabilities to integrate information technologies (IT) and operational technologies (OT) to provide complete solutions to our customers’ business problems.

Contact us to learn more and accelerate your path to higher productivity and performance.

www.abb.com/enterprise-software
info.pges@abb.com

Americas:
+1 678 825 1458
+1 800 868 0497 from US and Canada

Europe, Middle East, Africa:
+44 1483 794080

Asia Pacific:
+61 7 3303 3333

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