



## Software Solutions for Utilities

# eRespond: Workforce Management

Work management within a utility is typically carried out by a wide range of personnel from different functions both centrally (e.g. command and control) and remotely (e.g. field crews). *eRespond* provides the most effective medium through which to manage the entire work process offering the functionality and accessibility to carry out all work in an integrated manner. Our solution offers the necessary functionality required to create and manage a job to completion - be it planned or unplanned.

It understands that work orders, task management and milestones are central to the work management module whilst resources, crews, rotas, and skills are core components of resource management.

LeT Systems has developed a sophisticated solution, which allows coordinating and scheduling of 'Jobs'. Jobs can be generated by a customer call, the OMS system, SCADA or raised by an employee.

Typical jobs include:

- Flooding Incidents
- Emergency repairs
- Follow-on work
- Vegetation management
- Maintenance work

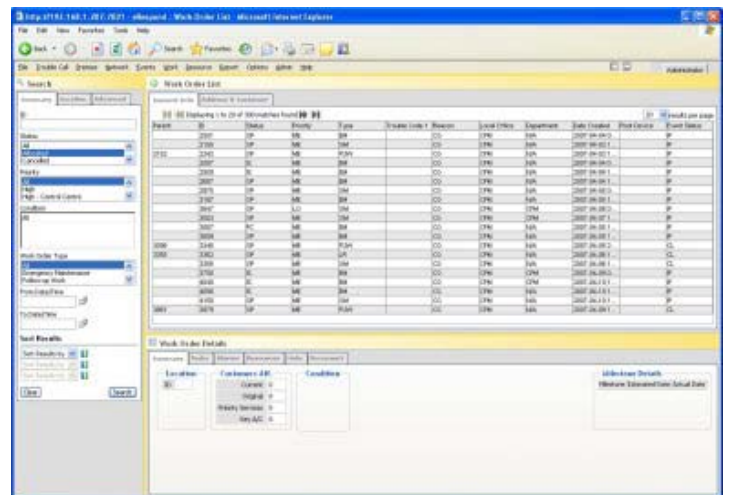
## Features

- Solution prioritisation by resource area
- Automatically suggest the most applicable resource for a work order
- Mobile communications for up-to-date information
- Spatial View of Work and Resources incl. GPS Tracking
- Auto allocation of work
- Manage both Internal & External Crews
- Resource Scheduler
- Create, Package and Unpackage Work Orders

- Manage milestones
- Manage Delay Reasons
- Create multi and single member crews
- Manage Resource Rotas
- Provide overview of Work Orders, Resources and Resource Workloads

## Solution Command and Control Supervisors

Using the workload and Resource Workload matrix, supervisors can immediately pinpoint areas where workload is heavy or light and react accordingly



Workforce Management Screen

## Maintenance System

If remedial, non-emergency or maintenance work is required, the maintenance module facilitates scheduling of this work.

## Crew Management

Crew management allows the user to determine skill levels, contact details and availability for all crews

## Prioritisation by Resource Crew Area

Jobs are analysed by resource area to determine the resourcing priority according to the company's goals



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### Dispatching the Work

Work is then allocated to the optimal field resource and monitored until it leaves the high priority list.

### Auto Allocation of Work

The solution contains a sophisticated auto allocation engine, which is a rules based solution for automatically prioritising jobs and auto allocating the optimal resource to them

### External Resource Management

The resource system is designed to help manage and administer non-company technical crews called in, for example, to assist in an emergency situation.

### Further Information

This product is intended to give a brief overview of the main functions and benefits of eRespond. For further details:

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