



# Field Service Management Software for Utilities Companies

## Transforming field operations with FSM software

At Platned, we understand the unique challenges faced by large utilities companies. From managing extensive assets and complying with stringent regulations to ensuring uninterrupted services, your operations demand precision and efficiency. Our partnership with IFS enables us to deliver an advanced Field Service Management (FSM) software tailored to meet the needs of utilities providers and help manage energy, utilities, and resources.

## Why choose Platned and IFS FSM software?

IFS FSM integrates seamlessly with your existing systems, creating a unified platform for managing field operations. The solution is designed to grow with your business, supporting expanding customer bases and operational complexities. With Platned's deep understanding of utilities operations, our solutions are tailored to address your specific challenges. Additionally, we provide continuous guidance and proactive support to maximise the value of your FSM software investment.

## Core capabilities

Our solution offers robust integration across various key modules, delivering a 360-degree view of business health:

- **Dynamic scheduling and optimisation** ensures the right technician is assigned to the right job at the right time, reducing delays and improving service efficiency. AI-powered tools consider skills, availability, and proximity to ensure optimal resource utilisation.
- **Predictive maintenance** leverages IoT, advanced analytics, and data-driven insights to predict and address potential issues before they escalate. This minimises downtime and service disruptions while extending the lifespan of critical assets.
- **Mobile workforce tools** equip field teams with real-time access to work orders, asset information, and customer details. Features like remote assistance support on-site technicians, improving first-time fix rates and overall efficiency.
- **Asset and spare parts management** ensures the availability of necessary parts and tools at the right location, reducing delays and increasing first-time fix rates.
- **Regulatory compliance and reporting** automates tracking and reporting processes to simplify adherence to industry regulations, ensuring that your operations meet required standards.



## Key benefits for Utilities companies

Optimising resource allocation and streamlining workflows enhances operational efficiency, enabling you to meet growing service demands. By delivering timely and reliable services, you build trust and loyalty among customers. FSM software reduces operational expenses by minimising unnecessary travel, downtime, and repeat visits. Additionally, real-time insights help monitor performance, identify bottlenecks, and support informed decision-making. Optimised routing and resource management also contribute to lower carbon footprints, supporting sustainability goals.

## Success stories

Utilities clients have reported up to a 30% increase in workforce efficiency with IFS FSM software. Organisations have achieved up to a 40% reduction in operational expenses by implementing predictive maintenance and dynamic scheduling. Enhanced service delivery has also resulted in higher customer satisfaction and retention rates.

## Let's power your Utilities operations

Platned and IFS FSM software are here to revolutionise your field service operations, ensuring seamless service delivery and operational excellence. With our tailored solutions, your utilities business can achieve new levels of efficiency, sustainability, and growth.