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NIIT Technologies Companies


RAPID

Optimize the prioritization and dispatch of work orders

Business Challenge

Businesses that need to optimize their field operations have a significant challenge when trying to provide a comprehensive and real time view of asset and location health metrics.

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RAPID is a single point solution uniquely designed to optimize the prioritization and dispatch of work orders. By leveraging Pega's Field Service Management system the solution provides automatic creation and real time analysis of work orders. Integration with external control systems like SCADA empower the system to analyze predefined reading thresholds for individual assets and manage urgency of tasks. Through real time risk severity analysis, the system can continuously balance and prioritize work orders based on pre-defined priority levels of location or threshold of risk. The user interface implements ESRI maps to display multiple map layers of service territories and provides a real time and holistic view of asset and location health.

Solution Benefits:

- ◆ Holistic view of site and location status
- ◆ Optimize prioritization and dispatch of work orders using real-time risk analysis
- ◆ Introduction of priority levels for locations
- ◆ Integration with Control Systems (i.e. SCADA)
- ◆ ESRI Map Integration to display multiple layers

For more information on our Pega capabilities, visit www.incessanttechnologies.com/what-we-do/pega-practice or email us at contact@incessanttechnologies.com

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