skedulo

The Skedulo Platform:

Intelligent Mobile Workforce Management

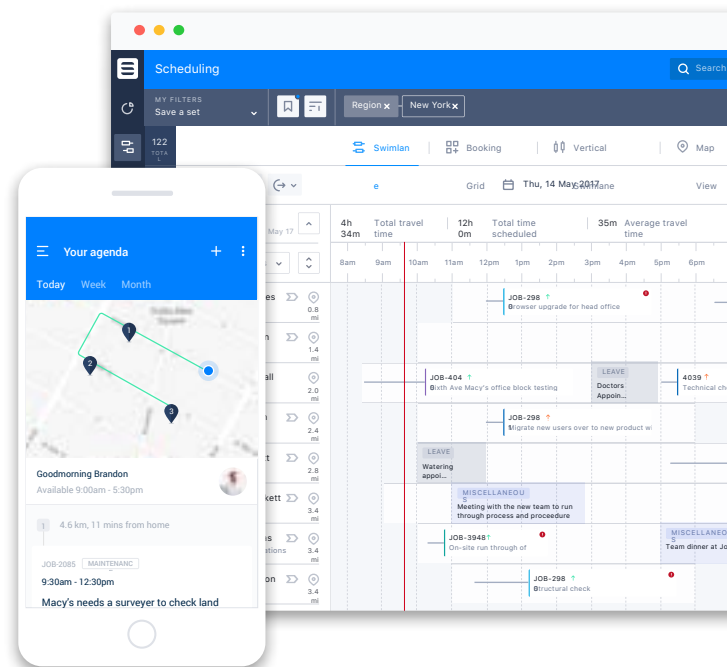# Work has changed. Old technology can't solve new challenges.

Traditional solutions to schedule and manage work outside the office lack the power and flexibility to fit the new ways people and businesses operate. Skedulo is the mobile workforce management solution built for the future of work.

The Skedulo platform delivers one system to intelligently manage all the details about your mobile workforce, match workers to jobs, schedule, dispatch, route, and execute work in the field.

- **Workforce Management:** Manage mobile employees and contractors in one place
- **Scheduling and Dispatch:** Schedule workers efficiently no matter your priorities
- **Mobile Work Execution:** Support workers while on the job
- **Communication and Collaboration:** Centralize data and communication
- **Seamless Integration:** Connect to CRM or any system of record

"By 2020, more than 75% of field service organizations with over 50 users will deploy mobile apps that go beyond simplified data collection and add capabilities that help technicians succeed."
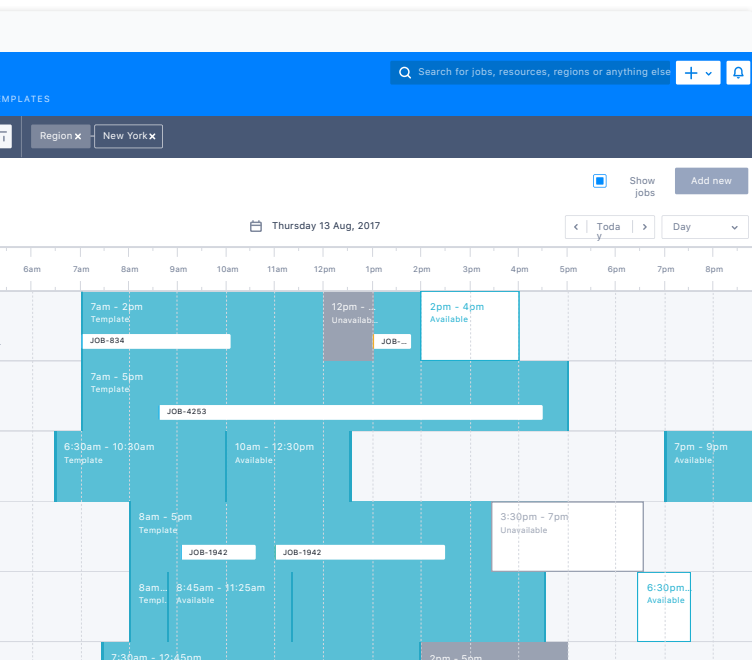
– Gartner, Inc.

Workforce management designed for mobile resources.

Whether you depend on specialty workers with complex certifications or transactional contractors, you need a solution that reflects the way your business is staffed today and will grow in the future.

Centrally manage all the key data you need to know about your mobile resources—including skills, certifications, availability, locations, and preferences—in a single system for superior workforce management.

Key Capabilities:

- Visual workforce management with a clean and intuitive UI
- Manage availability of all mobile employees and contractors
- Quickly and clearly see who is available and when
- Easily incorporate time off and other constraints
- Maintain resource profiles, skills, certifications, and territories
- Automated logic and filters to find the best qualified resource
- Powerful location tracking, routing, and mapping
- Analyze capacity, utilization, distribution, travel, and more

Percent of the U.S. worker population that is mobile and brings their own app-enabled device with them to work according to International Data Corporation.

>70%

The rise in the share of contingent workers in the EU from 2002 to 2014 according to Bloomberg.

+5%

Match workers to jobs and send them on their way.

Never miss a job, increase customer satisfaction, and make complex scheduling much simpler. Skedulo's powerful scheduling capability beautifully manages and displays all the information you need to make smart scheduling decisions that reflect your business priorities. Our out-of-the-box scheduling capabilities are robust, and our platform is architected to be highly configurable and fit any mobile work use case.

Key Capabilities:

- Clear, visual pipeline of jobs requested, scheduled, dispatched, and completed
- Manage schedules of individuals, regular teams or ad-hoc groups
- Schedule faster and with fewer errors with drag-and-drop scheduling
- Multiple views including calendars, maps, swim lanes, and Gantt charts
- Manage single jobs, recurring work, or even irregular work patterns easily
- Dispatch directly to worker's smartphones via SMS or notification
- Push job offers to multiple resources who are available and qualified
- Optimize schedules for many types of KPIs, not only cost reduction
- Automation to balance workloads, reduce travel time, and prioritize customer needs
- Mastermind recommendation and optimization engine simplifies complex scheduling
- Schedule jobs automatically, controlled by constraints and business logic

Area Wide Protective saw 86% more efficient scheduling and dispatching with Skedulo.

+86%

Johns Hopkins International saw a 45% reduction in appointment no shows and cancellations.

–45%

Control what happens in front of your customers.

Skedulo's mobile app is a versatile tool that goes beyond routing optimization. Give mobile workers the guidance and capabilities they need to deliver an exceptional customer experience and easily send the right information back to HQ.

With the power of the Skedulo mobile app, your scheduling and dispatch teams gain real-time visibility into the status of resources and jobs in the field and your mobile workers get a productivity tool to make their jobs easier.
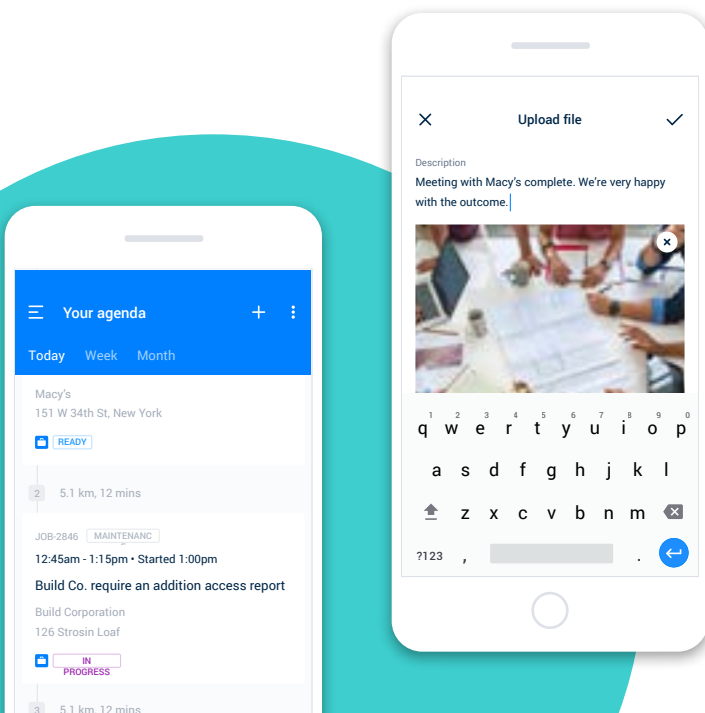
Key Capabilities:

- Push complete agendas and schedules to workers' hands
- Provide all the customer and job details needed to complete the job successfully
- One click to accept or refuse jobs
- Optimized routing with integrations to Google Maps, Apple Maps, Uber, Lyft, and Waze
- Track time spent working with a single button to check in and out of jobs
- Task lists, guidance, and details readily accessible in the job record
- Capture photos, signatures, and data from custom forms
- Real-time location tracking
- Offline capability with automatic syncing once reconnected
- Clean and simple user interface for fast adoption
- Android and iOS apps with functional parity

Managed IT services provider CWPS's improved workforce capacity visibility 100% with Skedulo.

+100%

New Jersey Respiratory Associations's increased capacity per therapist by 33% with Skedulo.

+33%

Connect everyone providing service to customers.

Skedulo's vision for a highly effective mobile workforce management solution offers more than eliminating paperwork in the field. Skedulo connects all the major stakeholders in the business who control, contribute to, or require the data involved in delivering onsite service to customers.

Informed and centralized communications among operations, mobile workers, and back office teams reduce costs and improve productivity.

Key Capabilities:

- Connect all the people working on a job in real-time with team chat
- Automatically capture all the details related to a job on the service record
- Make the customer experience more consistent with notes and data from previous jobs
- Improve the speed and accuracy of billing, invoicing, payroll, and related processes
- Mobile resources record scheduling constraints via the app instead of sending emails to HQ

"With Skedulo, we have much more timely and accurate data about our practitioners and the time they spend in the field. We can ensure our contractual demands are met while also reducing revenue leakage."

– Chris Kavalas, Salesforce Development Lead at HealthStrong

Available	Approved	✕

Start Mon 14 Aug 2017, 9:00am AEST
End   Mon 14 Aug 2017, 3:30pm AEST

Recurring (biweekly)

View details

Harry Gordon
Team Lead

Lucus Dobson
Customer Service

| 9am - 3:30pm | Available |
| 4pm - 6pm | Unvailable |

Mary Cooper
Technical Solutions

| 7am - 5:30pm | Available |

Jenny Langfield
Customer Service

| 7am - 5:30pm | Template |
| 5pm - 6pm | Unvailable |

Connect Skedulo with any system of record.

Skedulo's native solutions for Salesforce and ServiceNow integrate seamlessly. Our independent platform can connect and sync to any system you need, so there is never a gap between your system of record and your workforce management.
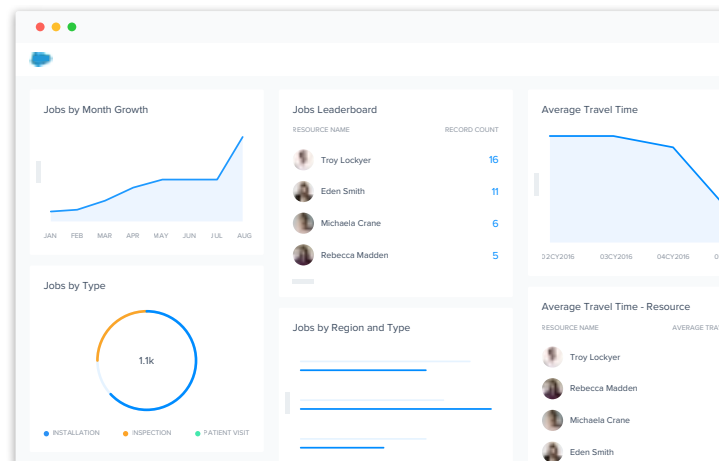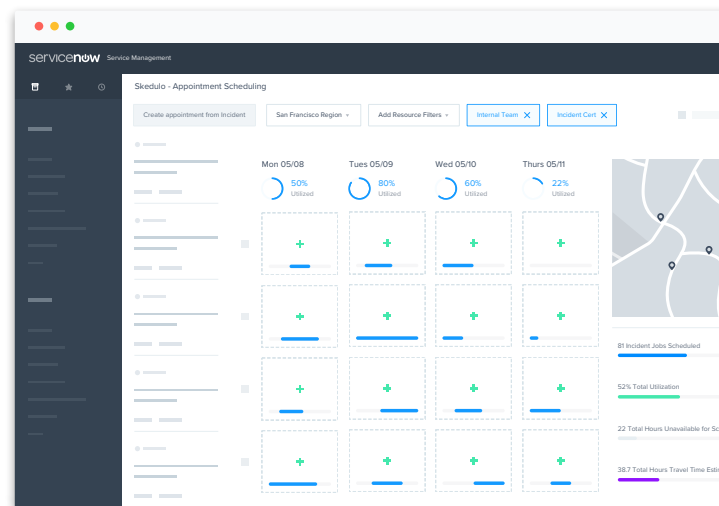
When you integrate Skedulo into Salesforce or ServiceNow, you increase the value of your investment in your system of record. Skedulo's native solutions on these platforms ensure your core systems retain data integrity and security, including HIPPA compliance.

"This is probably the best implementation I've had with any Salesforce application, and that's the truth."

– Curt Holtz, Salesforce Administrator at USA Football

"We rolled it out within three weeks of meeting Skedulo. That was one of the things that impressed me the most. The staff that was assigned me—the Customer Success Manager— actually knew the product really well and knew Salesforce really well. So between she and I, we had it up and running really quickly."

– George Estrada, Chief Technology Officer at CWPS

About Skedulo

Reduced time to schedule

−48%

Increased visibility in on-site job execution

+28%

Increased resource utilization per day

+21%

Increased customer satisfaction

+8%

Skedulo is the platform for intelligent mobile workforce management. Our solution helps enterprises intelligently manage, schedule, dispatch, and track resources in the field, whether they are full-time, part-time, or contract employees. With native solutions that integrate seamlessly to Salesforce and ServiceNow, and our independent platform that connects to any system of record, Skedulo offers enterprises and mid-market companies a mobile workforce management product that complements any tech stack.

Founded in 2013, headquartered in San Francisco and with offices in Australia, Vietnam, and the United Kingdom, Skedulo has enabled over 100 companies to seamlessly schedule and service more than 2.5 million appointments all around the globe. The company secured $9.2 million in Series A funding in 2016, led by Costanoa Venture Capital. For more information, please visit www.skedulo.com.

STRATEGIC PARTNERS: **salesforce** **servicenow**

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