Clewest Mobile Workforce Management

Digital automated workflows for a safe and real-time operation

The alignment between operations staff and field workers can make or break your bottom line.

Relying on manual workflows and paperwork generated from the field is time consuming and error prone, with most of the data-entry work occurring after the fact. With limited insights and lack of access to real-time data, the scheduling of crews and equipment can be difficult and inefficient.

Clewest Mobile Workforce Management (MWM) unifies your operation across your back office, dispatch centers, and workers in the field. Our customers benefit from automated and digital workflows so they can plan workforce capacity and schedules in advance as well as analyze and respond to situations in the moment, eliminating time-consuming paperwork for an environmentally friendly and real-time operation.
Clevest MWM allows you to maximize productive time in the field while lowering costs. For example, street level routing means that crews spend less time driving and more time working on orders, while reducing fuel consumption and wear and tear on vehicles.

**Capabilities of Clevest Mobile Workforce Management include:**

**Administration**

All data – from order creation, assignment, scheduling and field completion – is digitally collected and easily exported to your business systems. Operational reports and interactive dashboards provide accurate and current insights to key performance indicators so you have a direct line of sight to how the business is doing, down to each individual worker and job.

**Dispatch centers**

Short and long-cycle, complex work orders can be created and assigned based on job and worker location, availability of the necessary materials and equipment, skill sets, and job duration. Once created, each work order can be scheduled and automatically dispatched to the appropriate crew. Routing can be done at the street level, allowing you to sequence orders and crews as efficiently as possible.

**Field workers**

Orders are route-optimized and sent directly to a worker’s mobile device indicating priority, job type, location, and sequence. Workers can submit ad hoc queries for additional information from host systems and for historical information on work done at a particular site to facilitate troubleshooting and issue resolution.

All of these efficiencies will provide you with a lower dispatch-to-worker ratio for reduced costs across your operation.

Clevest MWM is available in Standard, Premium and Platinum versions, each with a set of features to meet your business needs, as well as a range of pricing, licensing and deployment options including cloud and on-premise.

Used in concert with Clevest Enterprise Mobility Platform, additional functionality is available with optional components:

- **Advanced Network Deployment**: Asset installations and exchange projects
- **Location Solutions**: Vehicle and peripheral tracking
- **Mobile GIS**: View, inspect, and maintain field assets

**Industry-leading best practices**

Clevest has spent decades working exclusively with energy and water utility companies. Over the years, we’ve helped develop and define best practices in this space.

Our experience is reflected in Clevest’s 250+ interfaces and integrations built for utilities – working closely with a variety of third-party systems including CIS, EAM, OMS, GIS, AMI, 811, and others.

**The Most Complete Solution for Utilities**

Clevest has a proven record in enabling energy and water utility companies to transform not only in the way they differentiate through service, but also in how they achieve greater uptime and improve worker and community safety.

Now as a combined entity with IFS, we are proud to offer utilities the most technically advanced and complete service solutions available, covering all your mobile workforce management, enterprise asset management and field service management needs.

This gives you the unique ability to digitize core processes across all the use cases that matter most to your organization.

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers - at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.