

# Planning and scheduling optimization in **Service Industries**

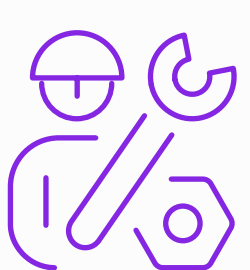


Delivering great service is always a challenge, complexity and the market are changing. Optimizing a schedule can mean the difference between operating profit and loss.

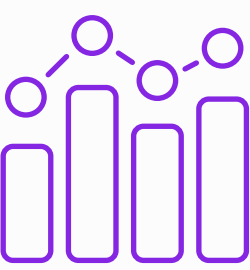
## Challenges with **Planning & scheduling**



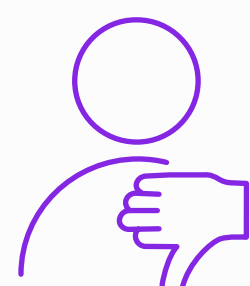
Low first-time-fix rates and missed SLAs.



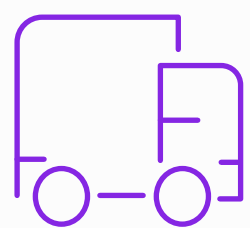
Poor field technician utilization.



Incomplete jobs and repeat visits.

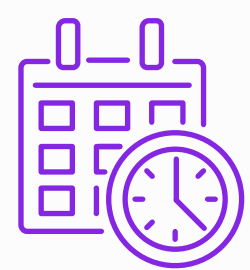


Customer dissatisfaction.



Unnecessary travel, fuel costs and emissions.

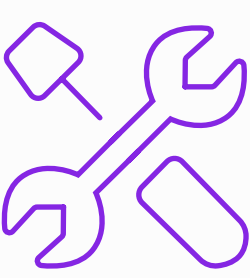
## Benefits with **Planning & scheduling optimization**



Achieve SLAs and increase **first-time fix rates**.



Reduce overtime and **use of contractors**.



Maximize **utilization of technicians, resources and parts**.



Drive growth and **reduce service delivery costs**.



**Achieve SLAs** and increase customer satisfaction.

Learn how optimized plans and schedules can dramatically increase business value in service industries.

[Read white Paper](#)