WorkAssure™

Workforce Management and Automation

Why do something different?

- It's time to start managing the workforce for maximum effectiveness and costs savings
- You need to handle service scheduling and calls efficiently,
- Subscriber dissatisfaction is high and leads to higher CAPEX, and, eventually, lost subscribers and revenues

Why now?

- A need exists to maximize the work being done by the current available resources
- Missed service commitments lead to subscriber dissatisfaction

Why ARRIS?

- ARRIS WorkAssure improves operational efficiency and productivity
- ARRIS Assurance is designed to improve the subscriber experience

Real-Time Work and Workforce Management

WorkAssure™ is a comprehensive suite of products that proactively manage your technicians, your equipment, service delivery and network integrity. WorkAssure takes advantage of advances in handheld PCs, wireless communications, and a contemporary suite of workforce management software applications to maximize the potential of your mobile workforce. WorkAssure revolutionizes the way you can manage your mobile workforce with automated scheduling, routing, and workflow management tools combined with real-time communications between operations centers and the mobile workforce. Automated business processes, immediate updates to changes in the workload/workforce, and real-time monitoring and reporting capabilities enable significant cost reduction, improved work capacity, and the optimal use of the workforce. WorkAssure is available to broadband service providers as either a stand-alone system or as a hosted application (ASP) service offering.

WorkAssure provides comprehensive organizational support to:

- Empower field representatives
- Streamline operations
- Enhance customer service
- Improve efficiency
- Increase service quality with whole house checks and birth certificates
- Maximize customer interactions
- Immediately verify installations before technicians leave the home
- Ensure jobs are done right the first time

The benefit is reduced costs including: A reduction in the demand for contract labor by over 50%; increased technician productivity by up to 30%; reduced radio talk time, check-in and routing functions by anywhere from 80 to 90%; and a reduction in overtime by up to 25%.

Product Flyer

WorkAssure Product Suite

- **TechRouter** (Route Sheets) provides automated and optimized routing of work orders and technician assignments using rules-based routing criteria. Any number of user-defined routing configurations can be created. Routing configurations can also be defined and scheduled in groups.
- **TechDirector**—Enables dispatchers to proactively manage daily work performance and monitor technician status with ease. Graphical job status screens, combined with simple drag-and-drop assignment and reassignment facilities, ensure customer service commitments are met.
- **TechCalendar**—Provides an interface for supervisors to maintain the ongoing schedules, capacities and work locations. The schedule information is used by TechRouter, TechDirector and GeoMapping for technician work order assignments.
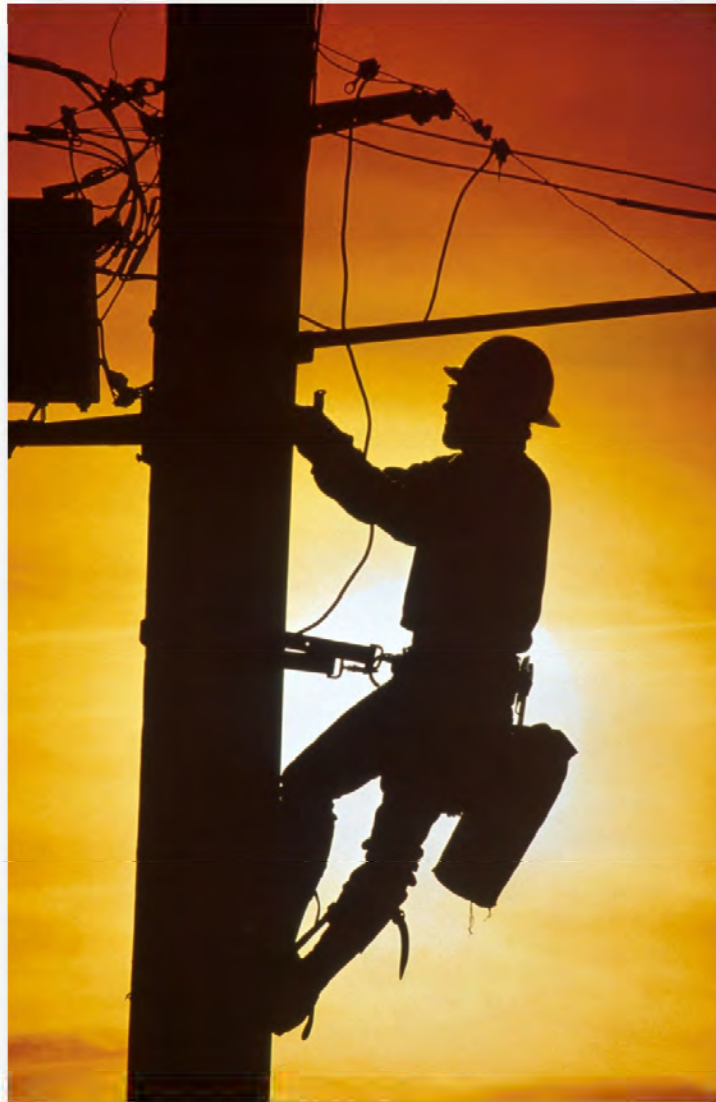
- **Scorecard Viewer**—Provides a view of how the load is being managed so that any load imbalances can be addressed proactively.
- **Handheld Technician Application**—Allows technicians to fulfill work orders, add outlets and services, capture customer signatures, and automatically tracks the time when a technician begins en route to a job site, starts a job, and ultimately completes a job, or indicates if a job was not completed.
- **Work Order Creator**—Enables the creation of non-SMS work orders within the WorkAssure system. A key benefit is the ability to create, schedule and route work orders for jobs that are not directly associated to a subscriber request nor a subscriber management system. These might include work orders for plant maintenance, audits or any 3rd party contractors.

- **Inventory Module/Equipment Planning Report**—Provides technicians with the ability to retrieve customer equipment information as tracked by the billing system. Allows a technician to carry and manage specific customer equipment associated with assigned work orders in the form of a "pick list". The technician is able to view the inventory serial numbers on their handheld and reassign equipment to the customer based on completion of a work order. Reconciliation of the equipment can be managed by the handheld or directly via the billing system inputs.
- **Bar Code Scanning**—WorkAssure provides the ability for technicians to scan equipment bar codes with a handheld supported by today's bar code scanning technology.

- **Mobile Tech Supervisor**—Provides technical supervisors with the ability to monitor technicians, run reports, send messages to technicians, dispatch, and even manage the field service representative's calendars all from the field over a wireless or wire line connection.
- **Capacity Management**—Provides for the aggregation of schedule information captured in the TechCalendar, so users can view the amount of quota (minutes of availability) by geographical area, skill, and timeslots.
- **Unit Based or Truck Based GPS integrations**—WorkAssure integrates to any standard GPS device to get latitude and longitude coordinates for display on land-based maps.
- **Quality Control Module**—Allows for the automatic generation of a statistical sample of work orders performed so that management or quality control representatives can perform quality inspections of work orders. This module is helpful in managing and monitoring the quality of the work performed by technicians.
- **Parameter Maintenance**—WorkAssure includes a flexible administration tool for configuration and parameter maintenance, user access and password management.

- **Time Card Module**—Allows technicians to "clock in" when they begin work and "clock out" upon completion of work, capturing a technician's work time and preparing an electronic time card of daily work hours.
- **iKnow Reports**—WorkAssure includes an extensive variety of reports related to the quantity and quality of completed work.
- **Research Wizard**—Provides access to the WorkAssure database for performing ad-hoc select queries that are exported to .CSV files. These files can be imported into a spreadsheet or another database for further analysis. Specific queries can be saved for reuse at a later date.
- **Plant Maintenance Manager**—Provides the ability to associate outage messages with work orders in WorkAssure. Any technician assigned to a work order that is within the parameters of the outage will automatically receive notification that they are working in an area that has been associated with an identified outage. Integrated with ARRIS Assurance to support automatic outage work order creation the instance a problem in the network has been identified. You no longer need to wait for that third outage call to be logged by the billing system.
- **Tech-on-Time**—Provides an interface to billing so that a customer service representative (CSR) can request an estimated time to arrival for active work orders assigned to a technician. This relieves the number of calls to Dispatch by CSR's requesting this information.
- **HouseCheck**—Integrated with ARRIS ServAssure™ solutions to provide a real time whole house check and update of equipment to the CMTS for all DOCSIS equipment on the subscriber's account. Ensuring proper installation of equipment before the technician leaves the house and the ability to create an installation birth certificate for historical reference.

WorkAssure Benefits

- Delivers service more efficiently by optimizing valuable resources, improving response times, increasing jobs completed per day, and shortening the order-to-pay lifecycle.
- Delivers cost-effective service by eliminating multiple visits, minimizing overtime, reducing vehicle expense, and providing tighter asset controls.
- Streamlines operations by consolidating staff and facilities and by reducing expenses through automation of manual, labor-intensive business processes.
- Reduces lost revenue due to data entry errors or mishandled, inaccurate information.
- Creates new revenue opportunities by providing field representatives with new sales tools.
- Enhances customer service by improving the service fulfillment process from the first point of contact to time of billing.

ARRIS™

www.arrisi.com