

SERVARA

WFM-FSM SOLUTION

selelo
scheduling done right

Bringing Sustainable and Lasting Improvements to the Utility and Telco Value Chain

Selelo has always strived to give businesses a competitive edge, helping companies increase efficiency and improve performance. Now, we're partnering with Servara to bring you a revolutionary software solution that will streamline your operations and workforce management.

THE PROBLEM

We understand that managing your workforce can be a challenge. In fact, today it's a 2.5 billion dollar problem in the U.S. alone—and it's only getting worse. Streamlining and automating the entire service chain is an expensive and disruptive challenge for any business to solve, especially for those in the telco, energy and utility sectors.

To come out ahead of this predicament, future-focused companies need smart SaaS solutions, ones that understand the unique requirements of electricity, water, and oil & gas companies.

BUSINESS CHALLENGE

Currently, the service chain is not efficient. Improving customer service as well as the service chain revenue stream involves answering several questions, many of which are difficult to accurately predict.

- *How do we schedule the work to serve the most customers with minimum time and maximum revenue?*
- *How to provide the best possible service level to my customers given the competitive environment and my business constraints?*
- *How many service providers (contractors, field service etc. will I need from each skill?*
- *What would be the demand for services ?*

APPLICATION CHALLENGE

Currently, there exists long implementation and adaptation processes, which result in high costs and business disruptions.

- *How disruptive would it be for the business?*
- *What would be the real ROI?*
- *How long/costly would it be to adapt and implement an optimization solution in the organization?*

The Servara Solution from Selelo

Selelo is pleased to offer the smart SaaS cloud platform from Servara, which offers ONE solution for the entire service chain operation.

BUSINESS CHALLENGE SOLUTION

The revolutionary WFM-FSM solution from Servara, with its rich functionality, provides all the necessary means to solve the business challenge, utilizing the following main building blocks:are difficult to accurately predict.



Planning algorithm



*B2B and B2C
appointment booking
methods*



*Scheduling
algorithms (polygon)*



*Preventive schedule
(digital)*



*Proactive service
(IoT, machine learning)*



*Back office
(field relations, mobility)*

APPLICATION CHALLENGE SOLUTION

The Servara product provides a best-in-class solution that is intuitive to use and can be adapted to your organization with no disruption to your business. With simple and intuitive tools and an autodrive algorithm, users are able to do anything without the need for experts, including:

- *Setup and upload data quickly*
- *Use historical data to define optimal service areas*
- *Deliver POC (Proof of Concept) to evaluate and present optimization results & ROI*
- *Have access to geocoding verification tools and validate data accuracy*
- *Simulate integration to ensure a smooth and accurate adoption*

Delivering Unmatched Value, Together

Selelo has a network of partners with whom we work to provide better solutions to our clients. We partner with technology companies who have shown specific delivery excellence and project management skill sets, capable of delivering projects on behalf of Selelo and bringing in additional business. As one of our Gold Technology Partners, Servara provides the same level of expertise that Selelo clients have come to expect.

The Selelo and Servara partnership allows us to bring unique value to our clients. In many cases, a new FSM system would require intensive professional services activities to assist organizations in managing the change, adjusting to the new technology and updates to business processes. But Selelo's comprehensive knowledge and experience with networking, hardware, and the integration of WFM and FSM means this isn't necessary, which is a huge value for our customers. The Selelo team is proficient with the Servara platform on boarding and delivering on quality and security standards.



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ABOUT SELELO

Selelo is a global knowledge practice that provides consulting, technology, engineering, management and innovation services to leading businesses, governments, non-governmental organizations and not-for-profits.

We focus on gaining, refining and sharing expertise in the telco, energy and utility sectors, providing strategic advisory and implementation of outcome-driven solutions. We work with customers across the telco & utility value chain to deliver sustainable and lasting improvements to their efficiency and performance, adding value to their bottom line.

Selelo's Technical Solution Architects deliver systems integration services for clients, analyzing their existing systems and identifying solutions by assessing them for both technical and business suitability. We listen and understand our clients' unique challenges and use that information to plan an optimal system configuration.

ABOUT SERVARA SOLUTIONS

Servara is a revolutionary cloud-based SaaS (WFM-FSM) platform that utilizes worldwide best practices to deliver excellence. Servara helps businesses optimize, streamline and automate their scheduling, planning and forecasting operations within a single,

easy-to-use unique platform that delivers supreme functionality that maximizes efficiency at minimum cost.

Servara instantly visualizes and optimizes your field service processes and maps your route to deliver success—10 times faster and easier than any existing solution, with minimum costs and business disruption.

Servara's team has over 50 years of experience in the WFM industry, which has driven us to make game-changing improvements. Our premium SaaS Cloud System serves to increase efficiency, productivity and utilization for companies managing local and global workforces.

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