Our company in brief

20 years of experience in

Field Service, Mobile, GIS

- **Field Service**
  Planning, optimization and monitoring of activities on the field or inside production plants

- **Mobile**
  360° solutions for Mobile Business

- **GIS and innovation**
  Advanced cartographic solutions and innovative Augmented Reality applications

The solution for the complete management of on-field activities
Gartner’s Magic Quadrant for FSM

Certified in the
Magic Quadrant for Field
Service Management

- Full coverage of Field Service and Asset Management
- Proven and successful deployments, both on-premise and SaaS
- Integration with leading ERPs including SAP
- Complete GIS environment and with the deepest integration with ESRI
- Advanced mobile platform and integrated to Augmented Reality, Virtual Reality, wearables, and smart garments modules
- Innovation also driven by clients’ needs
- Strong presence in Europe and LATAM, growing in North America and the Middle East
- High costs/benefits ratio

International presence

Constant expansion
FSM and GIS references in the Utility Market
WHY Field Service Management

- Improve efficiency and optimize the activities carried out by teams
- Fully manage field processes
- Monitor in real time the progress of activities and of the costs
- Reduce activities accounting time and increase the quality of the information collected
- Ensure compliance to the service level agreements required by the clients
Gas to Go: workforce management for Italgas

Click to watch the video
The innovation

- The first solution in Europe where iPads are used by an Utility for maintenance activities
- Solution developed on Geocall Mobile technology with specific iOS user interface

Benefits

- Drastic reduction in training time: from 4 days (1 in classroom + 3 on the field) to ½ day in classroom
- Cancellation of support calls for inquiries on application use, which is iPad native, than is very intuitive
- As well as a consumer App, an user manual is not needed
- Positive users’ feedback

Gas to Go: workforce management for Italgas

- 400 Coordinators
- 1,500 Mobile devices
- 1,500 Field technicians
- 10 mln Customers
- 2 mln Appointments/year
- 600,000 Interventions/year
- 100,000 Interventions on call
Project benefits

- **Reduction of daily mileage of around 30%** and reduction of CO₂ emissions

- **Increased productivity by 100%** (doubling work hours performed on a daily basis)

- **Reduction in works accounting times** (from 20 days in 2007 to 0.1 days in 2014)

- **Saving of 5 tons of paper** and 12,500 Kwh needed to produce them

- **Mobile technologies introduced democratization** for their users
Field Service Management application flow

Multichannel integration

- Web
- Email
- Call Center
- App
- IoT

Booking

Master data management

Planned and corrective activities (GAR – GAE)

Emergencies

Work Orders

Automatic scheduling

Daily plan

Geographic Information System

Augmented Reality

WFM Mobile

Multichannel integration

- SAP
- ORACLE
- IBM maximo
- salesforce
Agenda planning
### High level of configuration

#### Resources
- Skill
- Clock in/out mode
- Address at beginning/end of day
- Movement type
- Calendar
- Saturation
- Warehouse management
- Work team
- Facilities
- Extra work allowed
- Vehicle
- Operations center

#### Activities
- Priority
- Time constraints
- Materials
- Pre-assignment
- Management type
- Duration
- Dependence
- Data collection configuration

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**Overit**
GIS information for FSM in mobility

**Plants**
Structure, details, information attributes, multimedia attachments

**Technical objects**
Search, georeferentiation, details visualization

**Technological networks**
Visualization, information layers and backgrounds, access to technical schemes

**Object positioning**
Use of measurement tools and coordinates

**Content sharing**
Cooperation of various users on cartography

**Geographic data**
Online and offline (mobile) consultation
The solution allows to view the network assets and related attributes (including multimedia attachments) on iPad, relying on a cartographic App. It is technologically innovative and provides advanced features, such as the possibility to differentiate and customise the contents depending on the specific needs (by user and/or area and/or process), to consult data and maps also offline, to allow cartographic collaboration thanks to dedicated tools (bookmark and redlining).
GIS and FSM in Mobility

Click to watch the video
Augmented Reality for Field Service Management

The project is setted up on ArcGis for Desktop, through a File or an Enterprise Geodatabase, and the services are published as Features Service on ArcGIS Online or ArcGIS for Server with a preconfigured structure.
Augmented Reality for Field Service Management

Server Module ➔ Setting Assets ➔ Integration Layer

- Users Profiling
- Visible Layer for AR+
- Custom Label for Layer

Integration Layer ➔ Bookmark ➔ Augmented Reality module
Augmented Reality for Field Service Management

Cross Platform support

Multi Device Integration

Esri services compliant
Augmented Reality Module

Use of Augmented Reality in support of the operational processes performed on field by maintenance teams

- App integrated with Mobile WFM and enterprise GIS services
- Combined use of GPS, compass and accelerometer to overlay virtual objects onto the real world
- Representation and consultation of information on the assets (attributes, location, technical sheets, installation diagrams, etc.)
- Dynamic and parametric regulation of the displayable contents
- Tracking and orientation for reaching the plants located in arduous areas
- Support to pipeline control (check on the presence of interferences in the pipeline)
AR Module

Click to watch the video
Augmented Reality for Field Service Management

**Combination** of reality and virtual reality

**Interactive** real time execution of the user’s inputs

**Alignment** of real and virtual objects

- Automatic identification of plants/technical objects
- Security equipments verification
- Indoor orientation (emergency procedures)
- Localization of underground networks
- Isolated plants reachability (3D orientation)
- Guided interactive maintenance procedures

Increase in the perception of the working environment and reduction in the complexity of the activities being carried out
Esri City Engine

It is under test the 3D Engine for the plant visualization. Esri City Engine has been chosen for the following benefits:
• Link with the GIS component and the association of graphic objects with attributes
• Easy design of 3D scenarios, realistic contexts simplifying design and reducing errors
• Possibility to share documents with other users
• ArcGis Desktop and its 3D ArcScene component
• City Engine format on ArcGis on line
The 3D web component exploits the potential of the new ESRI «Web Scene» environment through Geographic 3D Web Service and the mashup with the Feature Layers bound to the 3D project. The feature layers is made possible by ArcMap publication through ArcGIS Server.
The same network (the same web services) was used for ArcGIS Earth extension in conjunction with 3D models
Augmented Reality on smartglasses

The technological evolution for Augmented Reality

- Navigazione “hands free”
- Remote support
- 3D GIS
- Virtual learning
- Immersive navigation

Virtual learning,
Remote support,
3D GIS,
Navigazione “hands free”

*Overit*
The wearable mobility
Thanks for your attention

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