

TechInsight –

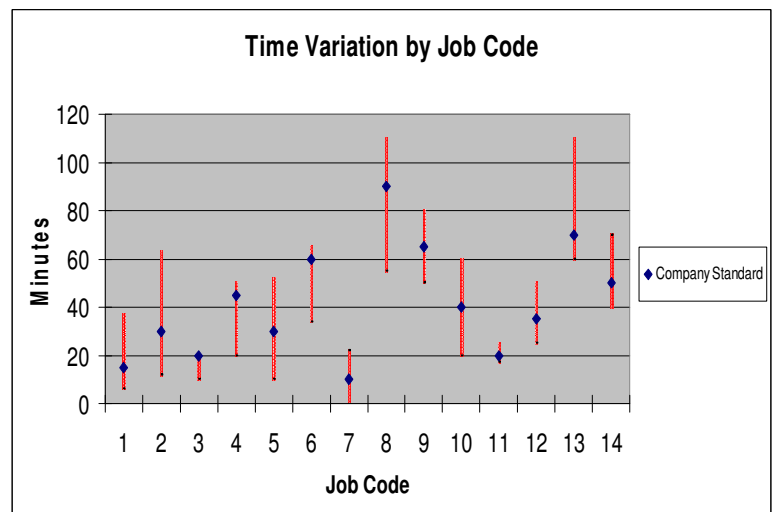
It comes down to one differentiator: Work Standards

Accuracy, predictability, and real world variability seldom coincide, but through rigorous analysis and data reconciliation, TechInsight provides the information you need for effective management of your operations. TechInsight is not just a reporting application...

The Problem

Job durations vary based on job code, materials used, and the neighborhood. Jobs within the same job code vary... your technicians know it... your supervisors know it... and TechInsight knows it! Inherent in the field services world is variability. Most companies recognize the fact that not all jobs are the same and even accommodate high-level differences at the job code level - setting standards by job type and adding some padding to account for drive time. These standards are typically derived from gross averages or a committee of subject matter experts, supervisors, and technicians.

It is true that the law of averages supports that, given a large enough sample size over a period of time, company performance ends up in relative proximity to the standards that were set. Although this methodology provides an indicator that can be, at best, used for trending analysis with a large sample (i.e. Company level over the course of a year), it breaks down when looking at smaller sample sizes such as a single technician, crew, or even an entire division. Differences in the geography, the outside plant, training, and methods and procedures matter. The smaller the sample size the less clear it becomes if differences in performance are anomalies or have a root cause. Performance management is not defensible, and forecasting becomes much less precise. And while the above approach is better than many alternatives, it simply is not good enough.



The Solution

It's about time! 3-Point takes the time to approach this problem from a different angle than everybody else. Rather than ignore the fact that there are significant variables that impact the time it takes to complete an order, 3-Point has spent years refining algorithms that allow us to account for differences in the work performed everyday and on every jobsite. TechInsight provides work standards that are accurate *to the minute* by accounting for:

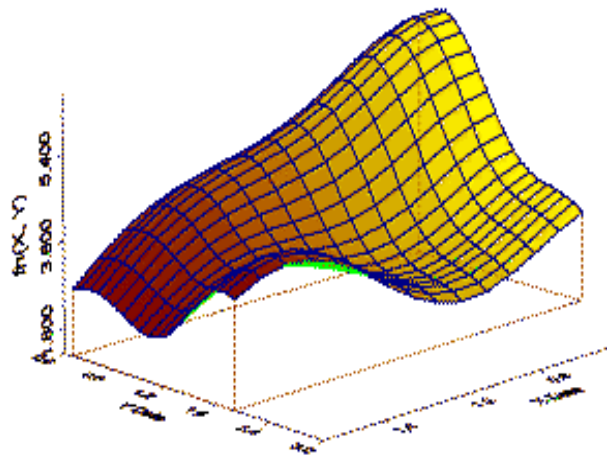
- **Job type**
- **Task codes**
- **Geographical differences** - down to the neighborhood
- **Drive time estimates** between jobs using geocoding and road networks
- **Material codes** and quantities used on an order
- **Discounts for multiple orders** performed at the same premise at the same time
- **Every significant attribute** that is specific to the work performed

Every individual work standard is derived by performing rigorous statistical analysis on company specific historical data. Throughout the process the results are analyzed by our field service experts as well as the experts from the company to validate the results. From this data analysis, a custom algorithm is developed specific for your company which allows TechInsight to calculate job standards on the fly for every single job – accounting for all significant attributes for a job site.

The Advantages

Because every work standard is derived directly from the data that the technicians input, unions buy-in to TechInsight. Accurate work standards are the foundation for everything: technician efficiencies, capacity planning, unit costs... everything in TechInsight! Some hard dollar benefits are:

- **Performance Management** – Defensible, 3rd Party standards (not derived by management) to which employees can be held.
- **Credit for tougher jobs** - Technicians that get the tougher areas because they have more experience get credit for that work. Every job's work standard is calculated exclusively for that job.
- **Forecasting** - The more precise the underlying data methodology, the more precise the forecasting - regardless of the forecasting model used.
- **Dispatch Optimization** - technician to job type, area, and attribute forecasting allows for a significant increase in dispatch optimization efficiencies.
- **Root Cause Analysis** - By removing the noise from the data, root causes are more quickly identified and acted upon.



The most predictive analytics for field services, period!