

Deloitte FieldInsights Advantage

Deloitte has developed a configuration asset that brings project discipline into field service delivery, helping organizations manage complex, project-based engagements with greater control, visibility, and speed.

By connecting project planning directly to work execution, the solution is designed to create a stronger operating model for end-to-end governance across scheduling, delivery, and billing.

FEATURES

Aligned Project Delivery and Field Execution

Institutes the philosophy of, and engine for, true project governance for field-based work, utilizing data flows across project management and field service modules

Work Force Structuring on a Project Level

Facilitates definition of work force groupings on a project level, with field service adhering to said definitions when executing features like service appointment bundling

Management via Project Gantt

Establishes the Gantt UI as the mechanism for baseline schedule creation, modification, and ongoing adjustments across project timelines

Billing Initiation and Synchronization

Allows automated triggering of billing events upon completed field work hitting defined project milestones, passing required data to subsequent systems for automated, accurate, and timely billing

Project Controls Influencing Field Activities

Enables capabilities to release/to set on hold project activity and/or field work for governance, change management, or risk mitigation needs

Monitoring with Project Context

Provides capabilities for automated notifications and issue resolutions, with the specific project context in mind

BENEFITS



PROJECT GOVERNANCE

Leverages a consistent project structure, with controls for planning, initiation and execution, enabling enhanced monitoring and oversight



OPTIMIZED BILLING

Reduces manual processing such as reconciliation between completed work and billing, thus reducing occurrences of revenue leakage



SCALABLE SCHEDULING

Sets up a dynamic foundation for establishing, adjusting, and monitoring large field service schedules, thereby making influencing field work to be efficient, visible, and straightforward



EXECUTIVE VISIBILITY

Unlocks holistic visibility into overall project progress, resource allocation, schedule risks, and billing, enabling informed decision making, performance optimization, and strategic planning

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