

SEW.^{AI}SM



Transforming the Field Workforce Experience

Every Role in the Field – Connected & Empowered

#1 FIELD TECHNICIAN

The Doers



The Problem

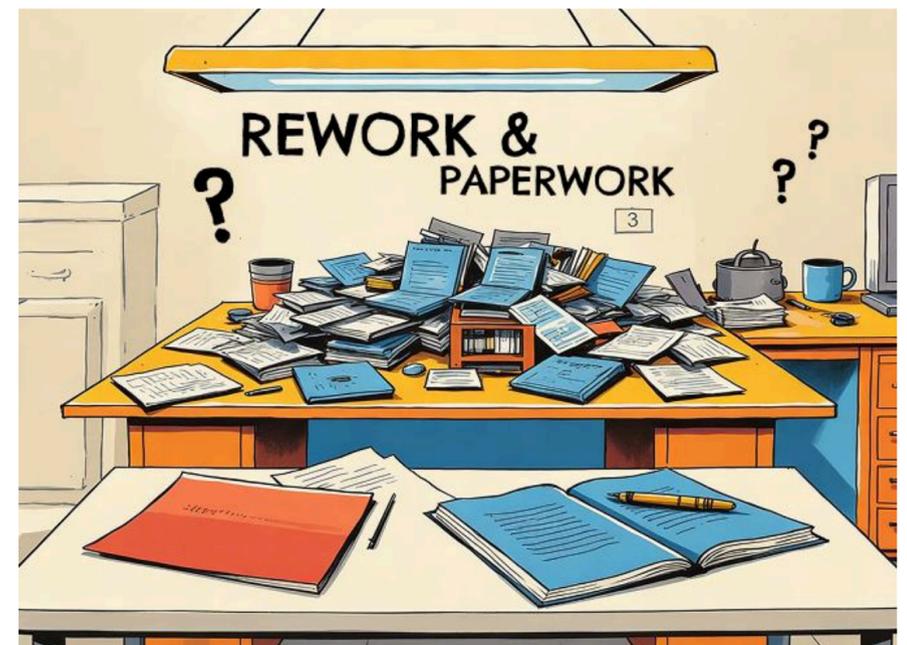
Arrives at jobs under-prepared,
slowed by rework and paperwork



The Solution

Built for the crews in the field, where
hands-on work keeps everything moving.
SmartWX gives technicians the clarity and
confidence to complete work orders
safely and efficiently, no matter the
conditions.

- ✓ Clear, contextual job guidance
- ✓ Real-time work order and asset insights
- ✓ Embedded safety prompts and checklists
- ✓ Offline-mode workflows
- ✓ Streamlined documentation
- ✓ Intuitive mobile experience



#2 DISPATCHER

The Orchestrators



The Problem

Juggles crew allocation and jobs with gut-feel, manual scheduling

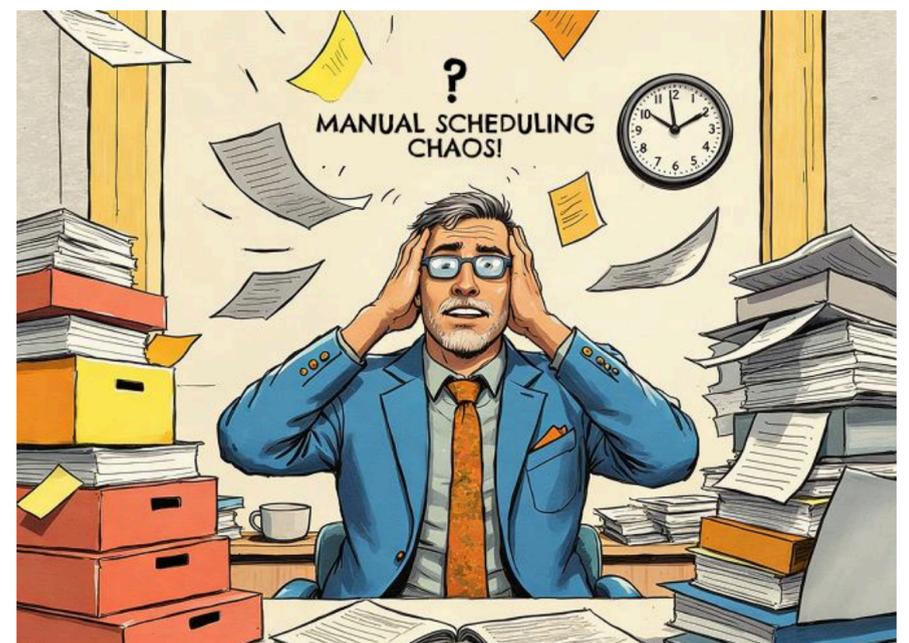


The Solution

Built for the teams who coordinate the day's most critical work.

SmartWX helps dispatchers plan, adapt, and respond with clarity- no matter how quickly conditions change.

- ✓ Unified, real-time visibility of crews, locations, and job queues
- ✓ AI-assisted scheduling & dispatching
- ✓ Live operational maps and intelligence
- ✓ Proactive alerts for delays, risks, and weather
- ✓ Smart re-routing for delays or emergencies
- ✓ Streamlined coordination across teams



#3 FIELD SUPERVISOR

The Leaders on the Ground



The Problem

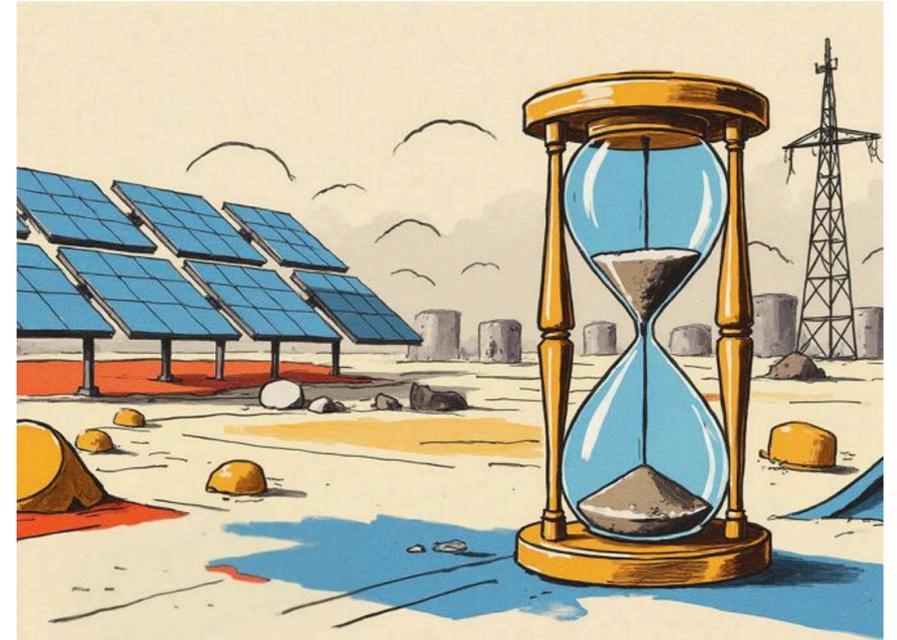
Spots risks, delays, and SLA breaches too late.



The Solution

Built to help supervisors guide crews with consistency, clarity, and foresight. SmartWX gives supervisors the tools to monitor, support, and elevate field performance effectively and efficiently.

- ✓ End-to-end visibility into job progress, risks, and field conditions
- ✓ Predictive alerts for issues before escalation
- ✓ Standardized workflows
- ✓ Multichannel alerts and notification
- ✓ Performance insights and monitoring



#4 OPERATIONS MANAGER

The Strategic Backbone



The Problem

Operates with hidden bottlenecks and reactive planning.



The Solution

Built for those turning field intelligence into operational excellence.

SmartWX helps operations managers see patterns, anticipate needs, and make decisions rooted in real data.

- ✓ Workforce, asset, and job performance visibility
- ✓ Operational analytics and trend insights
- ✓ Data-driven planning and resource allocation
- ✓ Standardized processes across teams and contractors
- ✓ Early indicators for delays, risks, and compliance



#5 CUSTOMER SERVICE REP (CSR)

The Frontline Advocates



The Problem

Gives vague ETAs and guesses about field status.

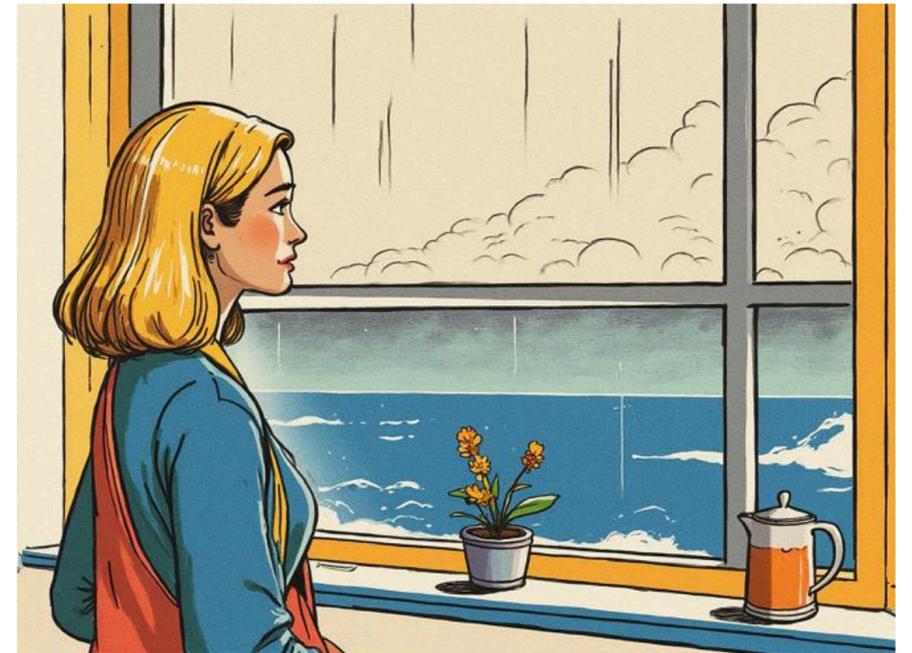


The Solution

Built for teams who turn field transparency into customer trust.

SmartWX enables CSRs to provide clear, accurate, and confident updates without relying on manual follow-ups.

- ✓ Live crew status, ETAs, and job progress
- ✓ Context-rich field insights
- ✓ Connected customer-workforce-business workflows
- ✓ Proactive notifications to reduce inbound calls



#6 CONTRACTORS

The Extended Workforce



The Problem

Faces inconsistent workflows, standards, and safety expectations.



The Solution

Built to deliver consistent, utility-grade field service management across all partners. SmartWX ensures contractors follow the same processes, safety steps, and quality standards as internal teams.

- ✓ Centralized contracts & vendors
- ✓ Standardized, guided workflows
- ✓ Structured documentation with validations and checklists
- ✓ Access to job details, safety prompts, and asset information
- ✓ Integrated communication with dispatchers and supervisors



#7 SAFETY OFFICER

The Guardians of the Workforce



The Problem

Acts on safety only after incidents and near-misses.



The Solution

Built to empower proactive, data-driven safety management. SmartWX embeds safety into every step of field work—before, during, and after the work order.

- ✓ Risk-aware alerts based on location, weather, and task
- ✓ Digital safety prompts and checklists
- ✓ Lone-worker protections (SOS alerts)
- ✓ Real-time visibility into active work orders and compliance
- ✓ Incident insights for prevention and training



#8 INVENTORY COORDINATOR

The Enablers of Field Efficiency



The Problem

Work orders stall because parts are missing or poorly tracked.



The Solution

Built for the teams ensuring crews always have what they need. SmartWX brings accuracy, visibility, and structure to inventory and material management.

- ✓ Real-time inventory requirements linked to work orders
- ✓ Accurate tracking of inventory
- ✓ Usage insights for planning
- ✓ Coordination tools for alignment with dispatch and execution



#9 EXECUTIVES & CXOs

The Vision Setters



The Problem

Lacks a single, trusted view of reliability, costs, and field performance.



The Solution

Built for leaders shaping operational resilience and long-term performance.

SmartWX gives executives a unified view of customers, workforce, and grid conditions.

- ✓ Role-based operational dashboards
- ✓ Predictive insights for planning and investment
- ✓ Transparency across field operations and contractors
- ✓ Real-time indicators for SLAs, safety, and performance





Delivering End-to-End Vertical AI Mobile Workforce Experience (WX)

Recognized by Leading Industry Analyst for Field
Service Management for Utilities

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