

Field Service Management (FSM)

PosAm's FSM is a modern digital platform for planning, managing, and optimising field workforce operations. It connects dispatch, technicians, and customer requests into a single ecosystem, combining FSM/WFM functionality with capabilities for complex and critical operations (particularly in energy and utilities).

Business Challenges

- Fragmented workforce management across departments
- Inefficient planning and manual processes
- Insufficient system integration (GIS, HR, ERP/CRM, warehouses)
- Low transparency of performance and logistics
- Pressure for efficiency and digitalisation

Solution

A unified, integrated digital platform covering the entire work lifecycle:

- **Planning and optimisation:** automated (or manual) task planning and assignment, route optimisation, resource validation, SLA-aware scheduling
- **Real-time management:** monitoring, map-based visualisation, route control
- **Mobile support:** mobile app, digital work orders, guided workflows, field data collection
- **Integration and digitalisation:** integration with enterprise systems, full process digitalisation

Key Features

- Advanced workload and capacity planning, meeting customer SLAs
- Task and incident management (including crisis situations)
- Management of competencies and permissions
- SLA, KPI, and regulatory compliance monitoring
- Reporting, historical data, and analytics
- AI modules – task triage, duplicate detection, approval workflows, advanced analytics

Benefits

1. Higher productivity and resource utilisation
2. Transparent SLA and performance management
3. Reduced operating costs and elimination of paper
4. Higher service quality, improved customer experience
5. Real-time overview
6. Scalability and flexibility

References

Deployed at major electricity distributors in Central Europe who manage extensive networks and millions of metering points. The solution supports the management of thousands of field workers, the optimisation of interventions, and rapid response to incidents and maintenance in an environment with high reliability requirements.

Differentiators

- Adaptability and local expertise
- Integration of planning and real-time performance
- Advanced optimisation accounting for regulations and competencies
- Strong support for critical infrastructure
- Flexibility while maintaining standardisation
- Intuitive mobile support for field workers
- Deep integration into the existing IT environment

Summary

PosAm's FSM transforms service operations into an efficient, digitally driven model that increases productivity, service quality, and customer satisfaction.

The solution enables organisations to better manage the complexity of field operations, respond more quickly to changing conditions, and systematically optimise performance across the entire organisation.

Thanks to its scalability and strong integration capabilities, it is ready to support long-term growth even in the most demanding operational environments.

About PosAm

PosAm is a software house and systems integrator with more than 35 years of experience. We help shape the digital future of organisations by turning technology into solutions with real impact.

We believe software only makes sense when it delivers value. That's why we specialise in software development – designing and building solutions that precisely reflect customer needs, connect data, systems, and processes, and leverage modern technologies, including artificial intelligence.

Our solutions are not created in isolation. We integrate them into a comprehensive ecosystem – from development, through system integration, to long-term operation. This helps organisations accelerate innovation, make better decisions, and grow in an ever-changing environment.

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