

OPTURION MOBILE WORKFORCE OPTIMISER

Opturion's Mobile Workforce optimiser (MWO) is a software service that provides decision support for schedulers and dispatchers who manage crews that undertake maintenance work in the field. The MWO consists of two related optimisations:

- The first is that it can automatically create and maintain a monthly preventative (i.e. planned) maintenance (PM) schedule, that assigns each PM job to an available crew.
- The second is that it provides real-time decision support for dispatchers by generating crew assignment recommendations for responsive (i.e. ad-hoc, on-the-day) jobs to as they arise.

Optimisation and Usage Workflow

This section provides an overview of the expected workflow when both optimisations are in-use:

- At the beginning of the month (or just before), the maintenance planner receives the new PM jobs and generates a schedule for them for the upcoming month.
- For each day in the month:
 - As each responsive job arises, the optimiser generates a set of crew assignment recommendations for it. A dispatch operator can use these recommendations to assist them in selecting a crew for the job. In addition to the assignment of the responsive job, each recommendation may further modify a crew's daily schedule by postponing other jobs or scheduling additional jobs (e.g. if there are other jobs in the vicinity of the responsive job that the crew could undertake).
 - At the end of each day, the optimiser will re-schedule all outstanding PM jobs assigning those that have been postponed over the course of the day to a crew and taking advantage of any slots in the schedule that have opened up due to jobs having been completed before schedule.

The Opturion MWO has been integrated into the booking and dispatch systems used by Origin Energy.

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