



Service Description

More IQ Optimisation and Scheduling Service

More IQ offers a True Cloud service for the optimisation and scheduling of work for field-based workforces.

The More IQ algorithm delivers a **global optimisation** across your resources which can give an around a 40% increase in efficiency over route optimisation of single shifts. The service is designed to give instantaneous reactive responses to changes in the schedule from multiple inputs giving complete management over both the emerging day and the future schedule.

The service is based upon cost optimisation which ensures that organisations can deliver their work not just around optimal travel but around the most cost-effective way of delivering the work.

Flexible Deployment

The service has been designed to offer flexibility in how you can deploy it allowing for a fully integrated and embedded service sitting behind your current back office works management systems, a hybrid approach using some of the integration along with the More IQ UI, or if needed a standalone approach.

The service designed has been API led, meaning every transaction or configuration in the service has an API available, and all of this comes as part of the service, fully documented with tutorials on how to use the API calls.

Reactive Global Optimisation

This is a key differentiator for More IQ, as it gives you a true optimisation across all resources and shifts available, and importantly reacts in real-time giving an immediate response to any input to the schedule including

- New Jobs
- Amended jobs
- Mobile updates
- Changes in resource availability

Upon notification of any change the service will take into account all shifts that could be affected and move jobs around between relevant operatives and shifts to find the optimal place to schedule the new, amended or update job or jobs.

All in real-time giving either customers or users an immediate answer to their request or change.



Multi Workflow

In today's world its imperative that a business can interact with all of their incoming demand in the correct way, how we react to a request for an appointment needs to be dealt with in a different way than PPM work for example.

The More IQ algorithm has been built in order to allow for the service to deal with different processes in the correct manner such as;

- **Appointments** – More IQ's enable the booking of appointments at the first point of contact and can be accessed via multiple channels. Real time available is presented immediately based upon the rules of your organisation, More IQ's optimisation service will present back the available slots along with the cost associated with booking in any given slot, enabling the customer to be guided towards taking a slot that is both good for them and good for your organisation.
- **PPM work** – where there is regular work agreed or a pre-planned maintenance schedule agreed, the More IQ optimisation service can load these job on-mass or be auto fed the jobs to drip feed into the schedule. The service has a batch optimise function, a background optimisation or a reactive optimisation which can pick these jobs up and automatically schedule without the need for intervention. These jobs generally do need a customer appointment as they usually have a wider planning window and access to the site doesn't require a specific person to grant that access.
- **Programs, Projects and Voids** – the service allows for you to simulate and deploy work that has complex requirements such as long durations, multiple trade disciplines and task dependencies. This feature allows for you to model standard templates for this work or for ad-hoc project structures to be built or integrated. Multiple levels of programs and projects can be built within each other to give a multi layered structure and ultimate control over the most complex programs. All optimisation and simulations are completed in real-time which can lead to reduced turn around times for voids, the ability to easily priorities the properties key to your customers and the ability to truly utilise all your resources across different workstreams.
- **Mobile Updates** – in order to manage the day as it evolves the More IQ service can receive updates from any mobile solution in order to both update the relevant data and statuses in the solution but also trigger the reactive optimisation to automatically re-optimize the schedule in respect of the change.



Cost Based Optimisation

The More IQ algorithm is not only based upon route optimisation and travel time but is based upon optimising the overall cost of delivering the schedule to your customers, this enable you to not only plan efficient routes in terms of travel but also ensures you are deploying the most efficient resource for the job dependent upon your organisations needs and goals.

Costs can be added against many attributes within the solution allowing you to control the basis of the optimisation calculations, so for example you can fine tune the exact cost of your resources, not just at a generic level but also to a skill level, or you can differentiate the additional cost of a resource being scheduled outside of their primary area.

Cost based optimisation gives you complete control over how your field-based resources are utilised and deployed ensuring you offer not only a route optimised service but one that is cost efficient also.

Detailed Features and functionality

More IQ's optimisation service has a rich level of functionality that is crucial when looking to run a field-based operation. Fully configurable from either More IQ's own UI or via the API from your back-office solutions.

- Reactive Optimisation
- Real-time Optimisation
- Background Optimisation
- Batch Optimisation
- Global Optimisation
- Optimised Appointments and Bookings
- Configurable Appointment Booking Windows
- Paired Working
- Multi day jobs
- Complex Repairs
- Projects, Programs, Voids
- Job Dependencies
- Follow on Jobs
- Customer Communication
- Machine Learnt Travel Times
- Multi Trade jobs
- Flexible Geography constraints
- Multi Contract
- Dual Location Jobs
- Lunch break management
- Capacity Quotas
- Multi Trade Efficiencies
- Fully documented API
- Timetable Management – fixed or Ad hoc



True Cloud

The More IQ service is a true cloud solution, meaning the service has been built using cloud native technology and isn't just hosted in the cloud. The service is scalable and resilient and extremely fast, with a fully automated test case process being utilised to ensure a robust release cycle can be achieved.

Customers and partners are able to manage the service themselves with self service housekeeping cover tasks such as back ups and live to test copies.

The upgrade process is seamless and automated with no need for downtime.

