overIT

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COMPANY PROFILE

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About us

We are the market-defining Visionary, and best-of-breed FSM vendor, supporting industry leaders achieve excellence in linear asset Management

Recognized as "Leaders" and "Visionaries" by the major IT consulting firms, we serve Energy & Utility, Oil & Gas, Telco, Transportation, and Industrial Manufacturing with specific product templates and industry experts.

The know-how gained in over 20 years of concrete and operational experience, has enabled us to help hundreds of multinational companies transforming their processes, thus leading us to herald a new Field Service Management era.

By relying on innovative technologies such as Augmented Reality and Artificial Intelligence to optimize field activities, over 170,000 of our clients' resources are improving operational performance and customer satisfaction, while reducing costs.
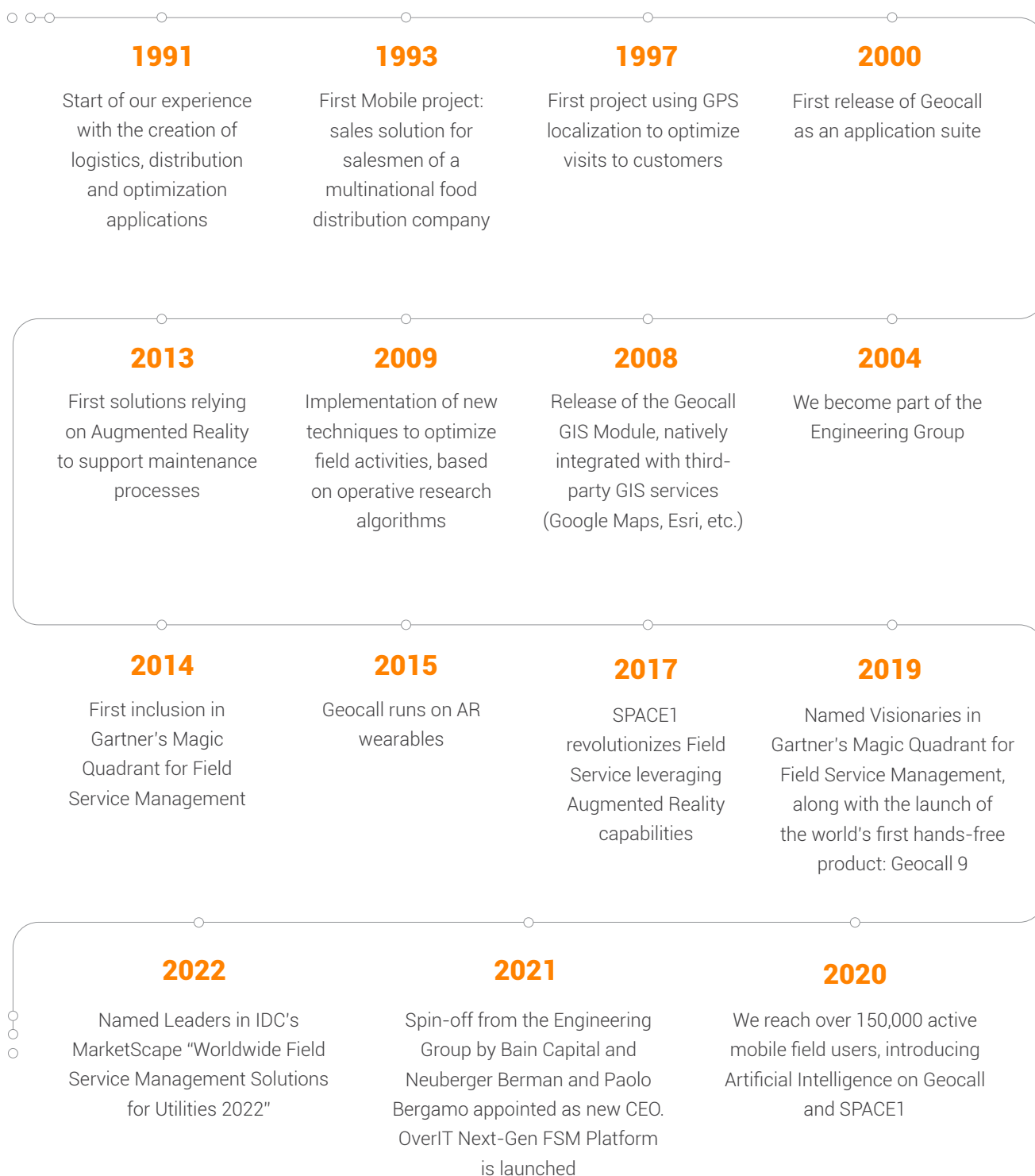
OUR CORE VALUES

// **Trust –** Nothing is more important than the reliability of our systems, cybersecurity, and the word given to customers, partners and co-workers.

// **Customer Success –** We grow only if our customers grow.

// **Excellence –** Every team and individual strive to be the best in class, whether it's about industry expertise, solution, or customer obsession.

// **Simplicity –** Simplification and optimization are paramount. Processes and discipline help us work together more efficiently and flawlessly.

TIMELINE

1991

Start of our experience with the creation of logistics, distribution and optimization applications

1993

First Mobile project: sales solution for salesmen of a multinational food distribution company

1997

First project using GPS localization to optimize visits to customers

2000

First release of Geocall as an application suite

2013

First solutions relying on Augmented Reality to support maintenance processes

2009

Implementation of new techniques to optimize field activities, based on operative research algorithms

2008

Release of the Geocall GIS Module, natively integrated with third-party GIS services (Google Maps, Esri, etc.)

2004

We become part of the Engineering Group

2014

First inclusion in Gartner's Magic Quadrant for Field Service Management

2015

Geocall runs on AR wearables

2017

SPACE1 revolutionizes Field Service leveraging Augmented Reality capabilities

2019

Named Visionaries in Gartner's Magic Quadrant for Field Service Management, along with the launch of the world's first hands-free product: Geocall 9

2022

Named Leaders in IDC's MarketScape "Worldwide Field Service Management Solutions for Utilities 2022"

2021

Spin-off from the Engineering Group by Bain Capital and Neuberger Berman and Paolo Bergamo appointed as new CEO. OverIT Next-Gen FSM Platform is launched

2020

We reach over 150,000 active mobile field users, introducing Artificial Intelligence on Geocall and SPACE1

We are the home to innovators, FSM experts, and engineers dedicated to leveraging technology to help Field Service teams work smarter.

Our company is multicultural and founded on innovative research and collaborative thinking. Thanks to four branches with offices in Italy, Germany, United Kingdom, and USA, we have an open approach to expand our employees network and global presence.

Why are we different?

Support to field execution

Advanced technician enablement functionalities

Just-in-time knowledge, anytime and anywhere

Accelerated training and learning

Product innovation

Advanced schedule optimization engine

Predictive FSM powered by Artificial Intelligence

Hands-free enablement

Augmented Reality

Knowledge Management powered by AI

IoT & GIS Integration

USA	ITALY
Miami (FL)	*Headquarters*
Boston (MA)	Pordenone
GERMANY	Rome
Munich	Milan
	Udine
UNITED KINGDOM	
London	

OVERIT IN THE WORLD

Market understanding

Deep FSM industry expertise

Deep focus on Linear Asset Management

Network of recognized professionals all over the world

Certified partner ecosystem

Business results

Constant revenue growth

Recognized by Gartner, IDC, Forrester

>170,000 Mobile users

>300 clients worldwide

>50 new names every year

Our market

The Field Service Management (FSM) market offers highly innovative software solutions, specifically conceived to plan, optimize and dispatch the activities of field resources and teams working at the customer's premises or on technical assets.

The array of activities covered includes support, installation, repair, inspection and maintenance tasks, which may be set out in a service or maintenance contract and require specific equipment and materials.
Both internal and third-party resources can view and collect the information regarding their tasks through any kind of mobile device.

FSM is also a fast-growing and rapidly evolving market, where the ability to innovate will keep playing an increasingly important role for organizations.
According to Gartner, Augmented Reality and Artificial Intelligence will represent two core technologies for any Field Service Management deployment in the upcoming years.

Analyst reports

We have been internationally recognized for leadership, vision and product innovation. We pioneered the mobilization of Field Service, starting from paperless modalities, through applications in offline mode, to the achievement of the Field Service revolution.

GARTNER

- Named **Visionary** in the "Gartner Magic Quadrant for Field Service Management"
- Included in the "Gartner Critical Capabilities for Field Service Management"
- Named Representative Vendor in the "Gartner Market Guide for Enterprise Wearable Solutions"
- Named Representative Vendor in the "Gartner Market Guide for Mobile Workforce Management Systems for Utilities"
- Included in "Emerging Technologies: Tech Innovators in Augmented Reality – Augmentation and Spatial Interaction Layer"
- Included in "Hype Cycle for Frontline Worker Technologies"
- Included in "Emerging Technologies: Kick-Start Adoption With Essential Enterprise AR Business Practices"
- Included in "Product Manager Insight: OEMs and ODMs Must Adopt a Platform Strategy for the Augmented Reality Market"
- Included in "Market Guide for Enterprise Wearable Solutions"

IDC

- Named **Leader** in the IDC MarketScape "Worldwide Field Service Management Solutions for Utilities"
- Included in IDC PeerScape "Utilities Peer Insight for implementing Augmented Maintenance"
- Named Major Player in the IDC MarketScape "Worldwide Manufacturing Field Service Management Applications"

FORRESTER

- Included Representative Vendor in "How To Successfully Scale Your Augmented Reality Device Rollout"
- Included Representative Vendor in "The Forrester Tech Tide™: Extended CRM Technologies"
- Interviewed in The Forrester Tech Tide "Smart Manufacturing"
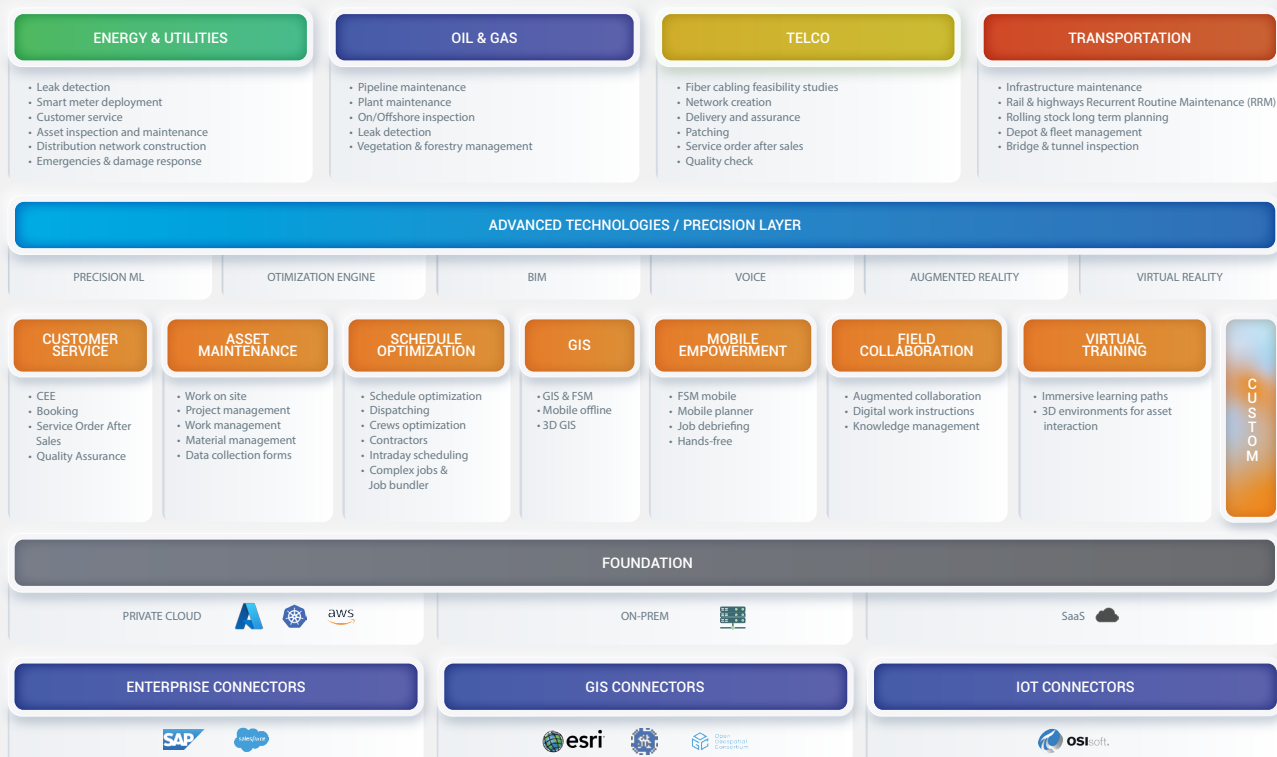
Next-Gen **FSM** Platform

OverIT is the best transformational partner for managing FSM mission-critical operations and leading its customers to the Field Service of the Future, thanks to its most valuable asset: the OverIT Next-Gen FSM Platform. It provides the most advanced features for the smoothest integration with our customers' application map, such as CRM, ERP, Asset Management, GIS, and IoT.
It triggers the potential of the modules specifically designed for Field Service Management processes and activities. This applies to a wide range of scenarios, such as asset maintenance, scheduling optimization, mobility, cooperation among users, and Augmented Reality, Machine Learning, and may as well bring to further integrations.

The Next-Gen FSM platform covers end-to-end the entire FSM process, allowing organizations to manage and optimize the work in the field.
From the **asset maintenance**, managing the maintenance processes of highly complex organizations, plants, and assets, tracking performed fixing interventions (resources, timeline, warranties, materials, ...). Through the **schedule optimization of field resources**, associating an appointment/fixing intervention on an asset with the technician that best meets the overall in terms of skills, optimized routing, materials and equipment, unexpected events, available/unavailable customers. And, finally, to the **mobile empowerment**, providing technicians with the mobile devices needed for the accurate and effective execution of work orders, as well as for collecting data and, in conclusion, offering the best possible service.

Product

ENERGY & UTILITIES	OIL & GAS	TELCO	TRANSPORTATION
• Leak detection • Smart meter deployment • Customer service • Asset inspection and maintenance • Distribution network construction • Emergencies & damage response	• Pipeline maintenance • Plant maintenance • On/Offshore inspection • Leak detection • Vegetation & forestry management	• Fiber cabling feasibility studies • Network creation • Delivery and assurance • Patching • Service order after sales • Quality check	• Infrastructure maintenance • Rail & highways Recurrent Routine Maintenance (RRM) • Rolling stock long term planning • Depot & fleet management • Bridge & tunnel inspection

ADVANCED TECHNOLOGIES / PRECISION LAYER

PRECISION ML	OTIMIZATION ENGINE	BIM	VOICE	AUGMENTED REALITY	VIRTUAL REALITY

CUSTOMER SERVICE	ASSET MAINTENANCE	SCHEDULE OPTIMIZATION	GIS	MOBILE EMPOWERMENT	FIELD COLLABORATION	VIRTUAL TRAINING	CUSTOM
• CEE • Booking • Service Order After Sales • Quality Assurance	• Work on site • Project management • Work management • Material management • Data collection forms	• Schedule optimization • Dispatching • Crews optimization • Contractors • Intraday scheduling • Complex jobs & Job bundler	• GIS & FSM • Mobile offline • 3D GIS	• FSM mobile • Mobile planner • Job debriefing • Hands-free	• Augmented collaboration • Digital work instructions • Knowledge management	• Immersive learning paths • 3D environments for asset interaction	

FOUNDATION

PRIVATE CLOUD	ON-PREM	SaaS

ENTERPRISE CONNECTORS	GIS CONNECTORS	IOT CONNECTORS
SAP, salesforce	esri, Open Geospatial Consortium	OSIsoft.

The Next-Gen FSM Platform is easily configurable, seamlessly upgradable, and strongly oriented to the extensibility of FSM features, thus ensuring and providing evidence of:

// Simplifying implementation

// Reducing times to deliver the platform

// Staying up to date on the latest FSM features

// Unlocking the full potential of the most advanced technologies

// Letting partners leverage the OverIT extensible operating system

// Helping customers extend FSM features and integrations

Product features

CUSTOMERS SERVICES

Customer Engagement

Reduction of the gap between technician and customer by streamlining field activities and aftersales experience to a whole new level.

Booking

Optimized management of field appointments with customers, in compliance with the SLAs and Authority regulations, and keeping in consideration emergencies, estimate overruns, cancelations, and travel issues.

ASSET MAINTENANCE

Work on site

High configurable module designed for the orchestration and monitoring of construction sites assigned to external contractors, getting continuous feedback, automatically collecting data in the field, and validating field works with quality inspections.

Project management

Project orchestration and planning on a medium-long term in case of activities requiring multiple resources and multi-day planning, thus optimizing technicians' allocation and tasks' debriefing.

Work management

End-to-end work order management. Work order creation either internally or imported from external systems, such as ERP, CRM, IoT, assignment and manual dispatching to technicians, on daily and multiday dispatching consoles.

Material management

Management of used materials, spare parts and returns, warranty, warehouse consultation, and issuance of possible quotations/preparation of a first quotation for product upselling.

Mobile forms

Fully configuration of job guides. Guide of technicians in the execution of work orders, streamlining and accelerating data collection processes when it comes to managing mission-critical operations.

SCHEDULE & DISPATCH

Schedule optimization

Scheduling engine, relying on sophisticated algorithms, for the most effective allocation of resources, automating the schedule, and proposing "best-fit" solutions learnt from planner's behavior and past technician experience. Support to planners and technicians in order to quickly optimize the schedule by identifying any issues about not completed or not yet planned tasks.

Crews optimization

Either nominal or dynamic configuration of crews, leveraging scheduling features and according to work demand vs resources availability.

Contractors

Management, interaction, and scheduling of activities assigned to external contractors. Management of agreements and accounting features.

Complex job handling

Support to planners and technicians in order to simplify and automate the planning and management of multistage interdependent activities.

Job bundler

Identification of similar jobs (e.g., activity type, same customer, location or asset) that can be grouped into a bundle, assigning them to a single technician or a crew, both manually and automatically.

GIS

GIS & FSM

Deep integration with GIS features, both on back-end and on mobile, even offline. Work orders, asset data, customer information, and all Field Service details are displayed in a single map-based view.

Mobile offline

Work management both online and offline, as to enable the resources to complete and debrief activities, even when operating disconnected.

3D GIS

Integrated view among cartography, 2D and 3D GIS, assets, Work Orders and field resources to monitor the progress of activities.

MOBILE EMPOWERMENT

FSM mobile

End-to-end management and detailed debriefing of activities in the field, both for equipment and appointment-centric use cases. Offline capabilities, visual map, and resolution procedures ensure a great improvement of technicians' productivity.

Mobile planner

Support to the planner in easily accessing the main features for supervising and managing technicians, scheduling activities, and monitoring work progress from mobile, as in back-office mode.

Job debriefing

Complete management of debriefing activities, relying on sophisticated procedures (e.g., task steps, useful pictures, videos, and manuals), as to guide the operator in the performance of activities. Mobile forms for advanced parametrization and mapping of the process.

Hands-free

Zero-touch FSM product, enabling vocal debriefing and workforce collaboration, while supporting the operating procedures of field technicians when executing complex or dangerous activities.

FIELD COLLABORATION

Augmented collaboration

Advanced collaboration features to assist, guide, and train physically separate workers, leveraging AR features and annotations, content sharing features, and digital work instructions. Available even with hands-free RealWear devices.

Digital work instructions

Step-by-step digital work instructions to guide technicians in the execution of tasks, directly in the field.

Knowledge management

ML-driven knowledge management to capture, enhance, redistribute expertise, and drive continuous improvement, aiding the sharing of learned expertise.

TRAINING

On-the-job-training

Training of employees on-the-job, hands-free, by connecting multiple users, sharing their point of view, advanced content, AR annotations, collecting and distributing knowledge, even where bandwidth is most challenged.

Virtual training

Introduction of a whole new perspective in training, both in-person and remotely by training users wherever they are: on-the-job, in Mixed Reality, and even leveraging immersive Virtual Reality, ensuring their remote interaction and sharing of know-how, the quick filling of any expertise gap, and a proper knowledge transfer.

Target
industries
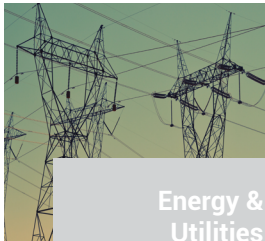
Energy & Utilities
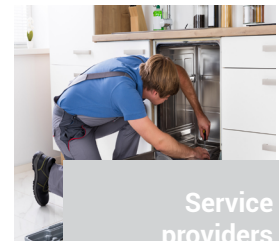

Oil & Gas

Transportation & Infrastructure

Telco & Media

Rail

Industrial Manufacturing

Service providers

Gartner
peer insights™

OverIT ratings overview

" OverIT is an excellent solution for end-to-end handling of field tasks. We use this solution to dispatch the work to the operators so that they can not only take on the task, but also save all the information corresponding to the maneuver they have carried out and evidence of everything important.

Customer Success Manager in the Energy Industry

" Excellent Product, We Are Able To Assist Our Colleagues Even With Limited Bandwith

Electric and GAS Utilities Industry

" Excellent Product, We Are Able To Assist Our Colleagues Even With Limited Bandwith

Electric and GAS Utilities Industry

Our
partners

With the intention of developing and increasing our presence on global scale, we market all over the world with a strategic partner ecosystem.

At OverIT, we work hard to support our dedicated Field Service network of trusted technology partners, system integrators and commercial resellers, both globally and locally. By extending our Field Service Management platform and conveying our leadership and Vision through innovative partner programs, we ensure successful deployments and the maximization of customers' ROI.

OVERIT PARTNER PROGRAM

It enables all the members of our partner network to build and grow successful businesses by building expertise, leading differentiated practices and leveraging innovative tools, while delivering customer success.

We provide a dedicated Partner Portal, where users are allowed to access product documentation, receive support and collaborate.

SELECTED CERTIFIED PARTNERS

everis   accenture   FUJITSU   EUCLIDES TECHNOLOGIES   inetum. Positive digital flow

NTT DaTa Global IT Innovator   ENGINEERING   Implemental Systems   CGI

TIVIT   bvs TECHNOLOGY SOLUTIONS   newtoms   cbt technology with a human touch

TECHNOLOGY PARTNERS

realwear   Microsoft   esri THE SCIENCE OF WHERE   SAMSUNG ENTERPRISE ALLIANCE PROGRAM

Why us?

*We blend unparalleled industry expertise
and state-of-the-art solutions
to optimize Field Service Management operations
of industry-leading companies,
increasing their productivity, efficiency and safety.*

The expertise in a variety of market sectors, the technological know-how in a great number of systems, as well as hardware & software platforms, the well-established methodologies of project management and solutions development, allow us to deal with highly critical projects, and to handle all the business processes related to the management of field resources.

SELECTED CUSTOMERS

We are innovation enablers

- Vision & leadership in FSM

- Recognized by the leading IT consulting firms, such as Gartner, IDC and Forrester

- Collaboration, AR, AI, Knowledge sharing: the main FSM functionalities emphasized by Gartner for 2020 are at the core of Geocall, SPACE1 and our vision as well

- An international network of system integrators

- OverIT Partner Academy, direct local support through local branches (OverIT Intl Inc. in Miami, OverIT GmbH in Munich)

- Proven benefits and results from large implementations

- Significant customer references, certifying the experience when it comes to Web and Mobile App solutions, as well as the integration of different systems and processes

- OverIT is the highest rated company among all the vendors included in Gartner's MQ for FSM

COMPANY PROFILE