



Keeping the lights on,  
water running, and  
communities warm.  
**Together.**

OverIT for Utilities

# Why us



20+ years in FSM software

Recognizing as leader and visionary by IDC and Gartner

210+ utility-focused experts

GIS center of excellence

Utilities focus practice

**INDUSTRY EXPERTISE  
ON LINEAR ASSETS**

Single Panel of Glass

Built-in GIS mobile app

Field collaboration and AR

On-prem, private & public cloud

Enterprise connectors

**BEST-OF-BREED  
NEXT-GEN FSM PLATFORM**

300+ customers

150+ utilities

200,000+ active users

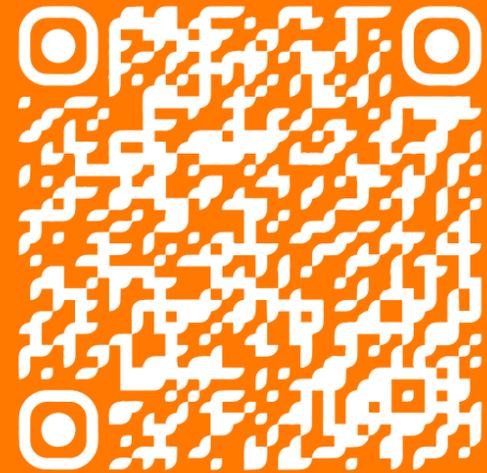
25,000+ seats on a single account

30+ countries

**DELIVERY  
AT SCALE**

# Leader by IDC in FSM for Utilities

DOWNLOAD  
REPORT



2023-2024 IDC MARKETSCOPE  
FOR WORLDWIDE FIELD  
SERVICE MANAGEMENT  
SOLUTIONS FOR UTILITIES



# Empowering technology for the end-to-end Field Service Management journey

## SCHEDULING & DISPATCH

- Work order optimization
- Customer-centric appointment booking
- ML-driven scheduling
- Geospatial execution
- Dynamic crew management
- Complex resource & schedule optimization



## MOBILE EMPOWERMENT

- Dynamic mobile forms
- Offline work & GIS
- Map driven debrief
- Guided procedures
- Multimedia repository



## FIELD COLLABORATION

- Remote expert assist
- Hands-free voice operated
- Upskill on the job
- Knowledge management
- VR training



## Business Cycle & Customer Service



### PAIN POINTS

- | Smart meter deployments
- | Route-based meter reading
- | Meter services:  
installation, inspection, testing
- | Customer services:  
connect, disconnect, payment  
delinquency

### UTILITIES CHOOSE OVER IT FOR

- | Appointments' booking and  
optimization
- | Intraday fluctuation / schedule  
re-optimization
- | Job debriefing on mobile
- | Mobile customer engagement

## Technical Cycle & Asset Maintenance



### PAIN POINTS

- | Field assets & plant facilities  
inspection and maintenance
- | Work on-site
- | Long-cycle construction work
- | Gas, electricity, water leak detection
- | Damage assessment, storm response
- | Forestry/vegetation management

### UTILITIES CHOOSE OVER IT FOR

- | Knowledge sharing and GIS due to asset  
complexity
- | Contractors' engagement, monitoring, payment
- | Complex jobs handling and remote support
- | GIS embedded features & FSM cooperation
- | Emergency response with remote assistance
- | Tools prediction and AR & ML features

# Leading Field Service teams for digital transformation



## Gas distribution

43,000 miles of pipes, 7M points of delivery, 2,000 users, private cloud deployment

### BUSINESS CHALLENGE

- Managing a high volume of emergency services
- Debriefing work orders in the field via mobile app
- Managing the knowledge transfer to new joiners

### OUTCOME

- Expedited emergency response
- Improved coordination and collaboration
- Reduced travel costs and time

### FEATURES IMPLEMENTED

- Schedule optimization, GIS & IoT
- Mobile forms
- Hands-free field collaboration



## Power generation & electricity distribution

65M customers served globally  
25,000+ users live, private cloud deployment

### BUSINESS CHALLENGE

- Relying on one global corporate FSM solution
- Optimizing power generation and distribution management
- Reducing travel time for quality checks on materials

### OUTCOME

- Expedited emergency response
- Improved coordination and collaboration
- Reduced travel costs and time

### FEATURES IMPLEMENTED

- Schedule optimization
- End-to-end work order management
- Field Collaboration and AR



## Electricity distribution

9M customers served in Argentina  
4,000 users

### BUSINESS CHALLENGE

- Replacing on-premise ClickSoftware platform
- Improving the system's response times
- Improving third-party integrations

### OUTCOME

- Reduced travel costs by approximately 30%
- Improved first-time fix rates by 25%
- Respond to emergent work 5 times faster

### FEATURES IMPLEMENTED

- Scheduling optimization
- Mobile app, cross-platform, even offline
- Deepest GIS integration



# Our technology has transformed global businesses



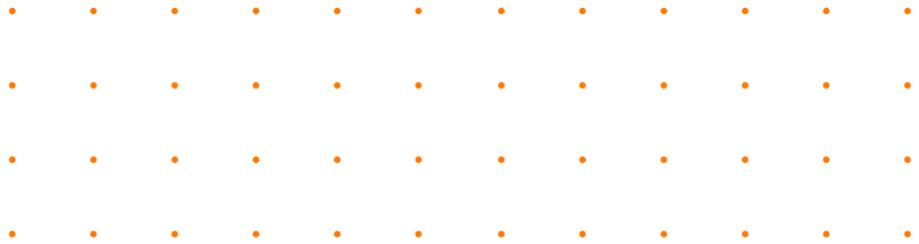
Reduced travel costs by 30% and improved first-time-fix rate by 25% by optimizing work orders for 4,000 field technicians



Improved productivity by 90% by streamlining work order scheduling in power plants



Reduced maintenance costs by 75% following the adoption of a standardized solution and managing field operators through a user-friendly mobile application





## ABOUT US

OverIT is a leading FSM solutions provider with over 20 years of expertise, solving complex field service in enterprise businesses globally. Over 300 clients are increasing daily efficiencies in linear asset management, with over 100,000s of field workers being dispatched daily, and leveraging field collaboration in their mission-critical operations.

Our cutting-edge technology and our ability to deliver at scale is backed by Bain Capital and NB Renaissance. OverIT is recognized by premier global advisory and consulting organizations as a leading FSM and Field Collaboration vendor.

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