Optimize the prioritization and dispatch of work orders

**BUSINESS CHALLENGE**
Businesses that need to optimize their field operations have a significant challenge when trying to provide a comprehensive and real time view of asset and location health metrics.

**RAPID** is a single point solution uniquely designed to optimize the prioritization and dispatch of work orders. By leveraging Pega’s Field Service Management system the solution provides automatic creation and real time analysis of work orders. Integration with external control systems like SCADA empower the system to analyze predefined reading thresholds for individual assets and manage urgency of tasks. Through real time risk severity analysis, the system can continuously balance and prioritize work orders based on pre-defined priority levels of location or threshold of risk. The user interface implements ESRI maps to display multiple map layers of service territories and provides a real time and holistic view of asset and location health.

**Solution Benefits:**
- Holistic view of site and location status
- Optimize prioritization and dispatch of work orders using real-time risk analysis
- Introduction of priority levels for locations
- Integration with Control Systems (i.e. SCADA)
- ESRI Map Integration to display multiple layers
Coforge is a leading global IT solutions organization, enabling its clients to transform at the intersect of unparalleled domain expertise and emerging technologies to achieve real-world business impact. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises. Today our proprietary platforms power critical business industries. Our 21,000 technology and process consultants engineer, design, consult, operate and modernize systems across the world.

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