

Field Service Optimization for the Edge

Field operations—especially in rugged, dispersed, or hazardous areas—often suffer from poor visibility, delayed dispatch, and lack of contextual data for technicians, impacting task completion and repair times. ServiceNow's Field Service Management (FSM) solution, deployed at the edge, enhances operational awareness by enabling real-time task scheduling, intelligent dispatching, and mobile-first service management—fully operable in offline or low-bandwidth conditions.

Core Capabilities

- > **Mobile-Enabled Workflows:** Field techs access assignments, maps, and asset data via secure mobile apps.
- > **Dynamic Scheduling & Routing:** Optimizes dispatch based on priority, proximity, and technician skillset.
- > **Offline Work Order Processing:** Allows full task completion and signature capture without a live connection.
- > **Integrated Knowledge Base:** Delivers context-aware documentation and repair guides on demand.
- > **Asset History & Diagnostics:** Enables techs to view maintenance logs, usage patterns, and error codes in real time.

Intro to Edge Computing

In today's fast-evolving landscape, the need for real-time data processing and actionable insights at the edge has become a critical priority for mission-critical operations. Odin's Edge, powered by Norseman Defense Technologies, is designed to address these demands by delivering scalable, high-performance computing solutions in ruggedized, portable environments. This solution brings unparalleled flexibility, enabling data-driven decisions at the tactical edge while ensuring robust security and seamless scalability.

Benefits

- > **Improved First-Time Fix Rates:** Ensures technicians arrive with the right data, tools, and parts.
- > **Reduced Downtime in the Field:** Accelerates asset restoration and minimizes disruptions to field operations.
- > **Operational Efficiency:** Optimizes service delivery in sectors like energy, telecom, defense logistics, and public infrastructure.
- > **Technician Empowerment:** Gives field teams autonomy and situational awareness in disconnected settings.
- > **Compliance and Auditability:** Tracks and logs all maintenance actions for regulatory compliance and internal reporting.

