

ORTEC at Field Service Management Summit 2013

Shining a new light on field service planning

Sydney, 14 April 2013 - The ANZ subsidiary of Dutch logistics management and planning software and consulting company ORTEC is becoming increasingly known in the local logistics sector with Australian customers that include Linfox, Coca-Cola-Amatil, McColl's Transport and Coles. But less well known are ORTEC's field service management solutions, used by a number of customers in northern Europe. It's a market that the company is keen to open here in Australia and New Zealand. ORTEC is exhibiting at this year's FSM 2013 show, which takes place at the Australian Technology Park, Sydney, on 20 March and 21 March. The show and conference are for field service management and field force automation applications. Each year the event brings together 200 senior managers from Australia and overseas to discuss the latest developments in field service management, workforce automation, asset management, dispatch management, general enterprise mobility and mobile computing. Field service planning has its own set of challenges, not least the large amounts of relatively small movements of personnel, expertise and equipment, usually to meet tightly-defined service level contracts with customers. There are also consequences associated with this "micro-planning" concept that tend to be specific to field service planning. Examples include having the wrong medication to hand when visiting an outpatient, or a tool missing to fix a critical piece of building infrastructure. These characteristics can mask what still remains essentially a branch of logistics planning. ORTEC will demonstrate its solutions for field service management, built on the experience of a number of customers in Europe that include DEKRA, Ricoh and Electrolux. ENDS About ORTEC ORTEC is one of the largest providers of advanced planning and optimisation software solutions and consulting services. ORTEC systems optimise fleet routing and despatch, vehicle and pallet loading, workforce scheduling, delivery forecasting and network planning. ORTEC has over 1,650 customers worldwide and employs over 650 employees and offices in Europe, North America, Australia and Asia. For more information, visit www.ortec.com. For information on FSM 2013, go to <http://www.fsmaustralia.com.au/>. Read ORTEC's paper on field service management. Media contact: Alan Smith, +61 404 432 700 Issued on behalf of ORTEC Australia & New Zealand.

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