

MOBILE FIELD WORK OPTIMIZATION

Field work, *reallocated.*

How work allocation optimization increases billable time in field service: three customer examples, measured results and a realistic implementation path.

26 min

more billable time
per field worker per day

+14 pp

billable time share
76 % → 90 %

-31 %

fewer
kilometers driven

AUDIENCE

Operations leadership · Service managers

INDUSTRIES

Maintenance · Installation · Property · Home care

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— 01 · MAIN ARGUMENT

The value of optimization comes from better use of capacity, not simply from shorter routes.

In field service, the typical challenge is not that the route is too long. It is that *the same amount of work could be done with fewer resources* if it were allocated better across workers, areas and time slots.

Optimization does not mean GPS navigation or calculating the shortest distance. It means the right person doing the right work at the right time in the right place, and that this decision produces measurable value.

Three value mechanisms

01 · TRAVEL TIME

7,200 €/month

3,600 km × 2 €/km. Tasks are grouped by area and sequenced: unnecessary driving is reduced directly.

02 · WORKLOAD BALANCING

2,400 €/month

80 h × 30 €/h. Overload and underutilization shrink: the same work in fewer total hours.

03 · BILLABLE TIME

+14 pp

Travel and waiting time are replaced with productive work, equivalent to ~1.8 field workers in a 13-person team.

Measured results, in brief

26 min

more billable time
per field worker per day

76 % → 90 %

billable time share
+14 pp increase

-31 % Maintenance company A

-46 % Cleaning company C

fewer kilometers driven

HOW THE NUMBERS RELATE TO EACH OTHER

The three metrics describe **the same core phenomenon** at different levels: the growth in billable time per field worker.

+26 min Average of three test optimizations. Additional billable time per field worker per day.

+14 pp Cleaning company C: change in billable share from 76 % to 90 %.

+67 min The same +14 pp expressed in minutes within an 8-hour working day (p. 6).

All figures come from test optimizations. Actual results depend on data quality, how constraints are captured, and the change in operating model.

— 02 · AUDIENCE

Who this whitepaper is for

For operations leadership and service managers responsible for the productivity of field work. Four industries where the pattern is most typical:

• Industry

Maintenance and service

The weekly plan is known, but reactive jobs make the day unpredictable.

Typical pain point: **fitting reactive jobs into the day without a chain reaction.**

• Industry

Installation

Projects last several days, workers' skills vary, schedule pressure is high.

Typical pain point: **matching skills with job duration.**

• Industry

Property services

Repeat work is predictable, yet travel and partial calendars still erode margin.

Typical pain point: **travel time vs. billable time.**

• Industry

Mobile healthcare & home care

Regulation, safety and client requirements add constraints. The need for optimization is high; implementation requires care.

Typical pain point: **time windows and workload balancing.**

SCOPE

This whitepaper does not cover transport logistics, freight loading or distribution routing. The focus is on planning mobile field work.

03 · CURRENT STATE

Four mechanisms of hidden inefficiency

Eight in the morning. A supervisor opens their inbox: one technician is off sick, a customer has moved their appointment by an hour, and a fault report that came in overnight is waiting to be handled.

A solution is found, but it takes half an hour to an hour. The same repeats several times a week. Gartner Digital Markets surveyed over 2,000 field service companies and found that **52 %** cited inefficiency as the reason to move from manual planning to dedicated tools.¹⁰ TSIA's 2025 state-of-the-industry report identifies cost pressure, labor shortage and pace of change as the sector's three largest challenges.¹¹

These challenges are not random. They arise from four structural mechanisms:

01 Overlapping movement

Several workers visit the same area on the same day, even though the visits could have been grouped. A shared picture of the situation is missing.²

Metric: km per task · driving hours per day · overlap between service areas.

02 Underutilization

Gaps remain in the working day that cannot be filled, because the plan does not update quickly enough when things change.

Metric: unused working time · billable share.

03 Uneven workload

Some workers are overloaded, others underused. This does not show in the calendar; it shows in overtime, sick leave and turnover.

Metric: utilization rate per worker · overtime · sick leave.

04 Manual replanning

An absence or an urgent job triggers a phone chain and manual replanning. Time that is not billed.

Metric: planning time per day · number of replanning events.

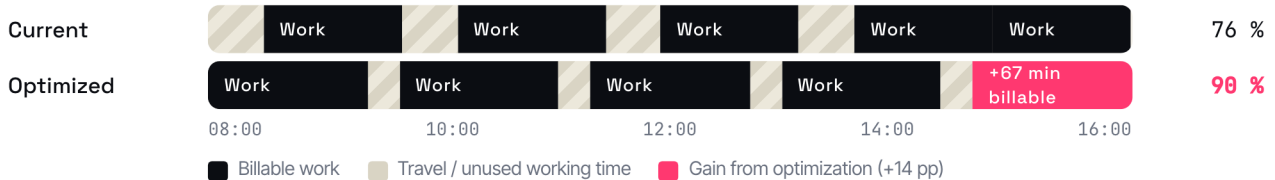
RESEARCH

Geographic grouping is one of the most effective ways to reduce travel distance in field service.² The length of an individual route is often not the bottleneck; who drives where is.

03 · KEY VISUALIZATION

The impact of work allocation on billable time

A full calendar and an efficient calendar are not the same thing. Same worker, same 8-hour day (08:00–16:00), different planning principle. The route does not change; *the allocation does*.

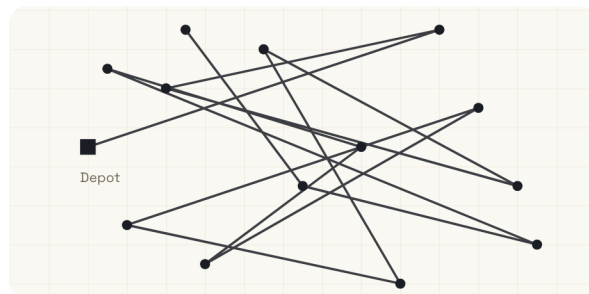


Illustrative map example at the scale of Cleaning company C. The mileage and impact figures are based on the test optimization, while the locations have been simplified to show the effect of work allocation. In an 8-hour day, +14 pp equals **+67 min billable** per field worker per day; the three-case average is +26 min/day.

THE DAY'S ALLOCATION ON A MAP · SAME 13 LOCATIONS, TWO PLANNING PRINCIPLES

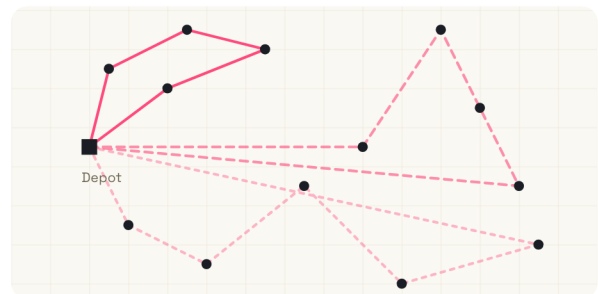
Current

Overlapping movement · 838 km



Optimized

Optimized allocation · 453 km · -46 %



— Worker 1 - - - Worker 2 · · · Worker 3 ■ Depot ● Location

03 · SELF-ASSESSMENT

How do you know optimization is needed?

Tick the statements that hold true in your organization:

- | | |
|--|--|
| ☐ A supervisor spends more than one hour per day adjusting schedules. | ☐ Different workers visit the same area on the same day. |
| ☐ Customer time windows are renegotiated weekly. | ☐ Overtime is needed even though total capacity should be sufficient. |
| ☐ One absence causes a chain reaction that takes half a day to resolve. | ☐ You do not know what share of working time is billable. |
| ☐ Sick leave is increasing or turnover is high. | |

RESULT

If at least **three statements** hold true, your organization has measurable optimization potential worth quantifying with your own data. Start with three metrics: **billable share**, **travel time** and **workload balance**.

— 04 · MECHANISM

Why planning breaks down, and what optimization means.

Planning breaks down for two reasons: *complexity grows faster than a human can process*, and *the world changes mid-plan*.

• 01 · Complexity grows

10 workers · 40 tasks · 5 constraint types

This produces more combinations than a human can compare. An experienced supervisor often finds a workable solution, but when there are thousands or millions of possible combinations, finding the best overall plan by hand is not realistic.^{1,4,5}

• 02 · The world changes

Mid-day

New jobs appear, workers fall ill, customers cancel. Optimization is not a plan made once, but a continuous decision-making process.²

KEY INSIGHT

The route is an *outcome*, not the goal. Optimization means better work allocation and a better ability to adapt.

— 04 · OBJECTIVES AND CONSTRAINTS

What optimization takes into account

In field service, the route is the result of several earlier decisions: who the work is assigned to, when it is done, what skills the task requires, and what was promised to the customer.

Optimization starts from an objective

Optimization is not one universal calculation. It depends on what the company is pursuing: minimizing kilometers, increasing the billable share, balancing workload, reducing overtime, keeping customer commitments or shortening response times.

NOTE

Objectives can be in tension with each other. **The shortest route is not always the best solution** if it breaks a customer's time window, overloads the wrong worker or requires equipment they do not have.

Optimization respects constraints and prioritizes objectives

A hard constraint is absolute (a qualification). A soft constraint is flexible (a preferred morning slot). The optimization objective guides the choice once the mandatory conditions are met.

WHAT OPTIMIZATION ACCOUNTS FOR	PRACTICAL EXAMPLE	EFFECT ON PLANNING
Time windows & fixed times	A visit promised to the customer at 10–12	Limits the possible execution times
Skills & qualifications	Only certain technicians can do the job	Limits the eligible workers
Equipment & tools	The job requires a specific vehicle or device	Limits the available resources
Shifts & availability	Start, end, breaks, absences	Limits the available capacity
Priorities	An urgent fault before low-priority work	Guides the order of tasks
Customer commitments	A contractual response time or service window	Affects the urgency of the task
Geography & travel	Several locations in the same area	Reduces driving and overlapping movement
Task dependencies	One job is done before another	Determines the execution order
Changes during the day	An absence, a cancellation, an urgent new job	Triggers re-optimization
System data	Orders, workers, skills, equipment	Enables the calculation and the result

— 04 · IMPLEMENTATION

AI recommends, the human decides

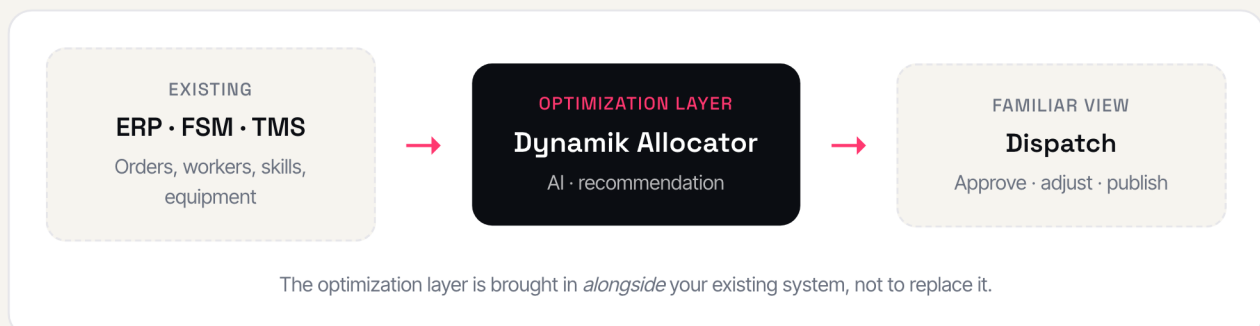
Optimization is powered by AI that computes a work allocation and scheduling recommendation based on the given objectives and constraints.

The AI accounts for time windows, skills, equipment, locations, shifts and priorities. Dispatch does not build the plan from scratch; it **reviews, approves and, where needed, adjusts** the recommendation the AI produces.

A CHANGED ROLE

AI does not remove the role of field operations management; it changes it. Planning is no longer built from scratch, but led **through exceptions and priorities**.^{1,4,5}

Optimization works as part of your existing systems



MINIMUM DATA REQUIREMENTS · WHAT OPTIMIZATION NEEDS TO WORK

Order / task	Worker	Traffic	Actuals
Location, duration, time window, priority, required skill.	Shift, starting location, skills, equipment.	Travel-time estimates, not just distance.	Completion times and deviations, for learning.
Most ERP / FSM / TMS systems already contain the data. A test optimization reveals within a month whether the fields are complete enough to support decision-making.			

THE BEST PLAN

The best plan is not the one with the fewest kilometers. It is the one where **mandatory conditions are met, the most important jobs are done on time, and workload is distributed sensibly**, and where available capacity is converted into productive work as fully as possible.

— 05 · RESULTS

Measured results from three customer examples

A test optimization describes the potential in the available data. Actual benefit in production depends on data quality, how constraints are captured and the change in operating model.

METHOD

In the test optimization, the current set of tasks, locations, durations and available constraints were fed into the optimization model. The results were compared with the original plan using **the same set of tasks and the same observation period**. The figures describe the potential found in the data, not an automatically realized production impact.

• Customer example A · Maintenance

-31 %

KILOMETERS DRIVEN

Maintenance company A

8 stops/day · 1.5 h per site · predictable weekly plan

Kilometers driven		11,631 → 8,010 -31 %
Driving hours		270 → 190 -30 %
Working days		236 → 168 -29 %

Mechanism 01 · Overlapping movement → grouping by area removed the overlapping movement. The total number of working days fell by nearly 30 %.

• Customer example B · Maintenance

-29 %

KILOMETERS DRIVEN

Maintenance company B

6 stops/day · 30 min–2 h · dense urban environment

Kilometers driven		12,909 → 9,214 -29 %
Driving hours		226 → 158 -30 %
Single route		363 km → 207 km -43 %

Mechanism 01 · Overlapping movement → in a dense environment a single change in visit order compounds: small reductions in travel add up to large savings.

WHAT THE CASES SHOW

Across the three test optimizations, the same pattern repeated: the benefit did not come from fine-tuning individual routes, but from **rearranging work allocation, geographic grouping and capacity use**. In the maintenance companies, the impact was seen especially in fewer kilometers and driving hours. In the cleaning company, the largest impact came from the increase in billable time. This is why the value of optimization must be calculated with your own data, not with a generic percentage promise.

— 05 · DEEP CASE

Cleaning company C: step by step

Where the inefficiency came from, what changed and what the impact was. 13 cleaners, the capital region.

STARTING POINT

13 cleaners · 5 stops / day

Billable share 76 %. Unused working time **60 h / month**, created by travel and waiting.

WHAT WAS OPTIMIZED

Automatic work allocation

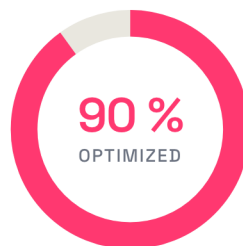
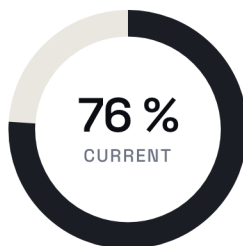
Constraints: skill areas, time windows, travel-time estimates, priorities. Test optimization on one month of historical data.

IMPACT

+14 pp billable

Kilometers -46 %, driving hours -44 %. Capacity equivalent to roughly **two field workers** was freed up for growth, urgent work, covering absences or balancing workload. Travel-cost saving **770 € / month**.

CHANGE IN BILLABLE TIME



INCREASE

+14 pp

~1.8 field workers' productivity, without hiring.

METRIC	CURRENT	OPTIMIZED	CHANGE
Capacity required	13 shifts	11 shifts	-2 shifts
Working time used	463 h	392 h	-15 %
Billable share	76 %	90 %	+14 pp
Unused working time	60 h	0 h	-60 h
Driving hours	27 h	15 h	-44 %
Kilometers driven	838 km	453 km	-46 %

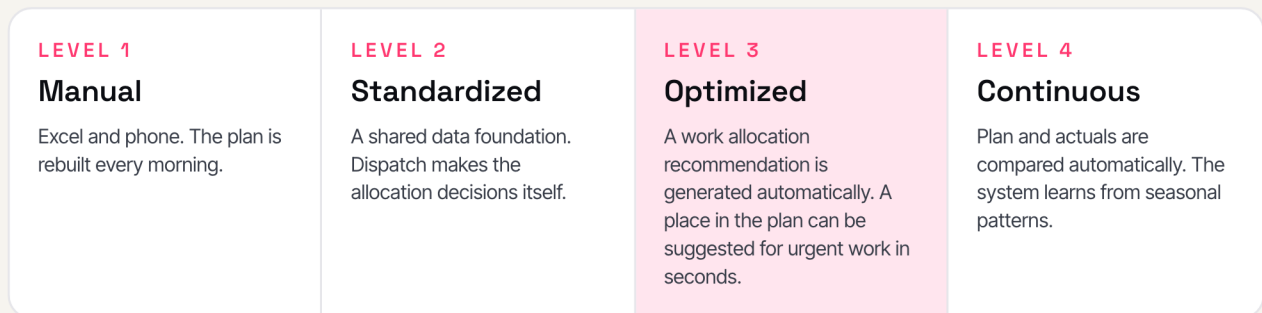
RESULT

The optimized day is not shorter; it is **more productive**. Travel and waiting time have been replaced with billable work, without relying on increased pressure on individual field workers.

— 06 · MATURITY MODEL

Implementation and maturity model

Most organizations benefit most from moving to level 3, because that is when work allocation and scheduling improve quickly and the impact shows in both time and service level.²



LEVEL 1 · MANUAL
Day-to-day
Excel and phone. The day's plan is rebuilt in the morning.

In management
Capacity is an estimate. Metrics are missing.

HOW TO REACH LEVEL 2?
Record work types, durations and skills in a shared system (2–4 weeks). The biggest change: **agreeing a common way to describe work.**

LEVEL 2 · STANDARDIZED
Day-to-day
The data foundation is shared. Dispatch makes the allocation decisions itself.

In management
The billable share is measurable. A workload report is in use.

HOW TO REACH LEVEL 3?
Build a test optimization with your own data. You need time windows, start and end locations, historical durations. The biggest change: **"I lead by exception"**.

— 06 · LEVELS 3 & 4

Optimization · Continuous learning

• Level 3

Optimization in planning

Day-to-day

A work allocation recommendation is generated automatically. A place in the plan can be suggested for urgent work in seconds.

In management

Billable share, travel time and workload are weekly metrics.

HOW TO REACH LEVEL 4?

Bring actuals into systematic tracking.
Record **real durations and deviations**.
This enables forecasting of seasons and resource needs.

• Level 4 · Target

Continuous optimization

Day-to-day

Plan and actuals are compared automatically. The system learns from typical seasonal patterns.

In management

The capacity forecast is reliable. Investment decisions are based on data.

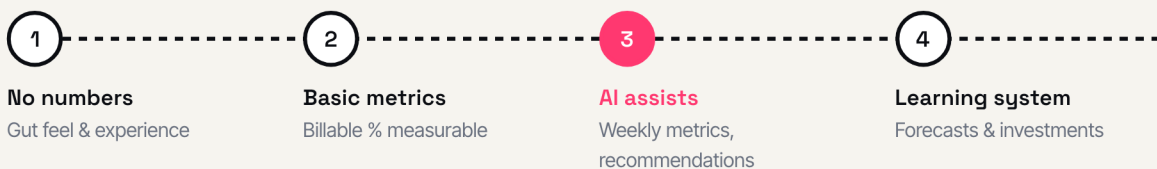
SIDE EFFECT

Customer commitments hold better: more reliable time windows emerge as a by-product of a realistic plan.

RULE OF THUMB

Most organizations benefit most from moving to **level 3**: work allocation and scheduling improve quickly, and the impact shows in both time and service level.

DEVELOPMENT PATH · WHAT EACH LEVEL LOOKS LIKE



— 06 · THE SCEPTIC'S VIEW

When optimization does not deliver full value

Optimization is a powerful tool, but it does not solve every problem automatically. Four realistic caveats:



Data is incomplete

If typical durations, skills or time windows are missing, the recommendation may be unrealistic. Missing data should be completed before production use.

What to do: complete durations, skills, time windows and starting locations before production.



The operating model does not change

If supervisors keep playing it safe and override the recommendations, the benefit stays limited. Change management matters as much as the technology.

What to do: agree an approval process and start with one team.



Constraints are too strict

Overly cautious buffer times or imprecise skill requirements prevent effective combining. Constraints should be reviewed before production use.

What to do: separate hard and soft constraints, check the buffers.



The work is highly irregular

Very short or completely unpredictable tasks benefit less than recurring or semi-planned field work.

What to do: optimize the predictable core and handle urgent work dynamically.

Implementation realism

• 01

Data quality is decisive

Basic data (orders, workers, time windows) is enough for a first test. Rich data (historical durations, seasonal variation) improves the results substantially.

• 02

Change management

Field workers and supervisors must be involved from the start. Explain why the change is being made and show concretely how it makes the day easier.

• 03

The dispatch role changes

The role shifts from planner to manager of exceptions. This is a significant cultural change that takes time.

• 04

Buy-in from the field

Workers see the change in the structure of the day. A more even workload and a clearer daily schedule make it easier to accept.

— 06 · INDUSTRIES

How the benefit appears in different industries

The mechanisms are the same, but the dynamics vary by industry.
Concretely:

• Maintenance

MECHANISM 01 + 04

Maintenance & service

A predictable weekly plan + reactive jobs. The benefit comes from **geographic grouping** and placing reactive jobs into the day quickly.

Most impactful metric: **response time & kilometers driven**

How often does urgent work disrupt the entire day's plan?

• Installation

MECHANISM 02 + 03

Installation

Projects last several days. The benefit comes from **better matching of workers' skills with project duration**.

Most impactful metric: **on-time project completion**

How often is the right skill not in the right place at the right time?

• Cleaning

MECHANISM 01 + 04

Cleaning & property

Repeat work is predictable. The benefit comes from **minimizing travel** and slotting in ad-hoc jobs smoothly.

Most impactful metric: **billable share**

How much of the day is spent travelling or waiting?

• Home care

MECHANISM 03 + STRICT CONDITIONS

Home care

Regulation and safety requirements constrain the work. The benefit comes from **workload balancing** and visits hitting their time windows more reliably.

Most impactful metric: **time-window accuracy**

How often is the time window met without last-minute replanning?

COMMON DENOMINATOR

The industry shapes *which* metric rises, but optimization is the same **across all four industries**: a combination of good work allocation and the ability to adapt.

07 · ROI

ROI calculation model: estimate your own numbers

Estimate your organization's potential with three components: **fewer kilometers, fewer driving hours, more billable time**. A test optimization validates the numbers with your own data.

WORKED EXAMPLE · MAINTENANCE COMPANY A · ONE UNIT · 1 MONTH

$$\begin{array}{rclcl}
 \text{FEWER KM} & & & & \text{COST / KM} & & & & \text{FEWER DRIVING HOURS} \\
 3,621 \text{ km} & \times & 2 \text{ €} & + & 80 \text{ h} \\
 \\
 \text{HOURLY COST} & = & \text{TOTAL} \\
 30 \text{ €/h} & & 9,642 \text{ €/month} \\
 & & \approx 115,700 \text{ € / year}
 \end{array}$$

$3,621 \text{ km} \times 2 \text{ €/km} + 80 \text{ h} \times 30 \text{ €/h} = 9,642 \text{ €/month}$, i.e. about 115,700 €/year. The example describes **one maintenance unit**; the impact scales with the number of units and workers.

Make your own estimate

COMPONENT	INPUT	MULTIPLIER	RESULT
Reduction in kilometers / month	_____ km	$\times 2 \text{ €/km}$	$= \text{___} \text{ € / month}$
Reduction in driving hours / month	_____ h	$\times 30 \text{ €/h}$	$= \text{___} \text{ € / month}$
Increase in billable share	working time / month (h)	$\times \text{increase} \times \text{billing rate}$	$= \text{___} \text{ € / month}$
Formula: working time / month (h) $\times$ increase in billable share (pp, as 0.14) $\times$ billing rate (€/h) = additional revenue / month. Headcount-based form: workers $\times$ working time / worker / month $\times$ increase in billable share $\times$ billing rate = additional revenue / month. E.g. Cleaning company C: 463 h/month $\times 14 \%$ $\times 50 \text{ €/h} \approx 3,240 \text{ €/month}$ in additional billable potential.			
Total			$= \text{___} \text{ € / month}$

WHAT MATTERS MOST

ROI does not depend only on long routes. **The increase in billable share** is usually the single largest effect, and underestimated, because it has not been measured before.

— 08 · MARKET

Market, pressure for change, stakeholders

FSM MARKET GROWTH

5.1 → 9.2 bn \$

by 2030 · CAGR 12.5 %⁹

COST PRESSURE

+2.1 %

Property maintenance · Q4 / 2025⁸

STILL ON EXCEL

25 %

of field service companies⁹

Three forces drive the growth: **cost pressure** intensifies in labor-intensive sectors; **labor shortage** forces doing the same with fewer resources; and **technology matures**; the competitive advantage goes to whoever makes the change first.

What the different stakeholders need

• Stakeholder 01

Leadership

The value of optimization shows as **capacity freed up without additional hiring**. The potential is measurable with your own data before a wider decision.

Metrics: billable share · € / working hour · need for subcontracting

• Stakeholder 02

Supervisors & dispatch

Planning time shortens. Changes are handled without a phone chain. The structure of the day withstands small disruptions.

Metrics: planning time · travel time · workload balance

• Stakeholder 03

Field workers

A more even workload and a clearer daily schedule. Less back-and-forth driving.

Metrics: driving hours · overtime · task throughput

• Stakeholder 04

Customers

More reliable time windows emerge as a by-product of a realistic plan.

Metrics: arrival accuracy · response times · complaints

COMBINED IMPACT

Optimization is not only an IT or operations decision. It affects **profitability, the daily work of dispatch, the workload in the field and the customer's service experience, at the same time.**

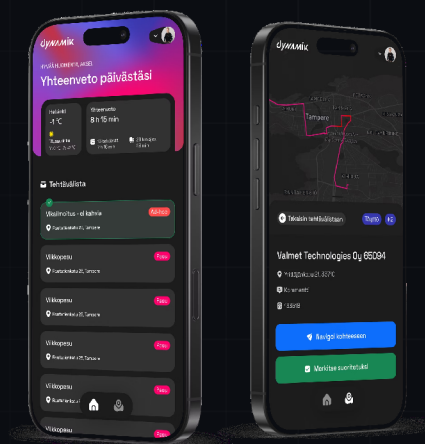
— 09 · PRODUCT

Dynamik Allocator

An AI-powered solution for planning mobile field work. Built for organizations at maturity level 2, or ready to move to level 3 or 4. **Ready to use**, no massive system overhaul required.

LEVEL 1 Not yet	LEVEL 2 Good starting point	LEVEL 3 Full benefit	LEVEL 4 Continuous improvement
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What Allocator does in practice



A direct answer to the four mechanisms of hidden inefficiency

01 Overlapping movement → geographic allocation Tasks are grouped by area and sequenced into a route-level plan. Different workers no longer visit the same area on the same day.	02 Underutilization → automatic calendar filling Allocator fills the empty slots according to skills, time windows and availability: the billable share rises without raising the pace.
03 Uneven workload → workload balancing The AI distributes work so that no one is overloaded and no one is underused. Overtime falls even though capacity stays the same.	04 Manual replanning → re-optimization Absences and urgent work can be re-optimized without a phone chain: a place in the plan can be suggested in seconds, and the effect on other tasks is visible immediately.

Field workers also have a mobile app: the day's tasks on a map, one-tap navigation and marking jobs complete on the phone (image above).

INTERFACES

Allocator integrates with your existing ERP/FSM/TMS system via a **REST API** or **file transfer**. Field workers keep using the app they know. **No new interface or hardware purchase is required.**

— 10 · HOW TO PROCEED

Next step: three phases

The value of optimization is best proven with your own data. That is why we proceed in three phases.

1

Book a demo

We show, using your own data, what optimizing work allocation and scheduling could mean specifically for you.

DURATION · 30-45 MIN

2

Test optimization

We run a test optimization and validate the efficiency gain with real data. You get your company's own numbers to support the decision.

DURATION · 2-4 WEEKS

3

Implementation

Deploy all at once or in phases, alongside your existing ERP/TMS/FSM solution.

DURATION · PHASED

What you need before the demo

DATA

Orders, workers and time windows, for at least one month.

OBJECTIVE

What you want to improve: billability, travel, response time or workload.

STAKEHOLDERS

Operations leadership + dispatch + IT, if integration is included.

GET IN TOUCH

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[Book a demo →](#)

— 11 · SOURCES

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Improve mobile field work planning, reduce travel and free up capacity for billable work. An AI-powered solution for mobile field work.

DYNAMIK.FI

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