overIT

REPLY
NET

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

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 OVERIT 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 OVERIT 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

Net Reply: Driving Innovation and Collaboration in the Energy and Utility Sectors

Focus on Technological Innovation

Active collaboration with enterprise clients to design 5G and LPWAN networks. Implementation of use cases for industrial IoT and Smart Cities. Co-development of Use Cases.

FSM Platform as a "Service Element" for Network Management

Strategic integration of the FSM platform into the core of network management. Support for Energy and Utilities companies to implement industrial IoT use cases.

FSM Platform as Integrated Service

Integration as a "Platform-as-a-Service" in 5G and IoT applications. Advanced asset management and monitoring solutions. With Net Reply as a partner, we are committed to driving innovation and collaboration in the Telco and Utilities sectors, providing cutting-edge solutions to address the challenges of the future.

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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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ABOUT US

We allow our customers to compete effectively in the market thanks to the adoption of best-of-breed technologies and flexible and scalable network virtualization solutions, able to guarantee the control of performance and indicators of service quality and user experience. Net Reply invests continuously in innovation and know-how in the following areas of technical and business competence: New Generation Operation Support Systems, Software-defined Networks & Virtualization, Network Data Center, Fixed and Mobile Network Architecture, Network Data Analytics & Automation, Network Slicing and other 5G and IoT solutions.

Thanks to these specific skills, we work in all the industries that need to improve the performance of the telecommunications network, supporting infrastructure and enabling 5G scenarios and the next standard adoption.

The future is today and starts from the network!