ENSIGHT+

Field Operations Software

Adaptable. Efficient. Secure.

Mission

Our mission is to transform field service management by providing innovative, efficient, and user-friendly software solutions. We aim to enhance operational efficiency and boost customer satisfaction, enabling service teams to deliver exceptional value on every call.

YOUR DATA, PROTECTED END TO END.

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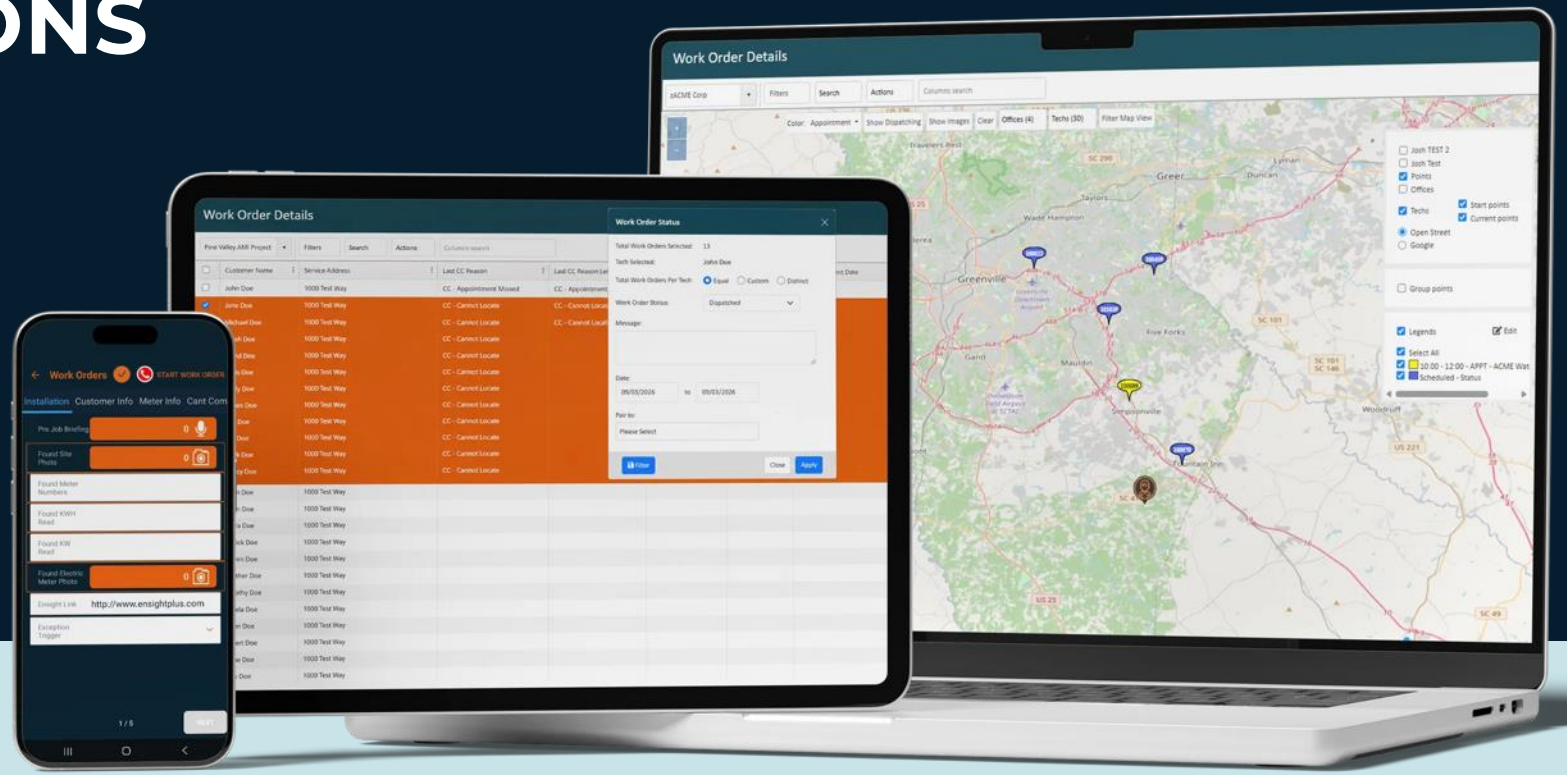
FIELD OPERATIONS SOFTWARE

TAILORED TO YOUR BUSINESS



- Ensight Plus is a **complete field operations software solution** built for utilities, utility contractors, and municipalities managing complex mobile work.
- Supporting field service management by connecting work orders and field teams through **tailored workflows** and real time operational data.

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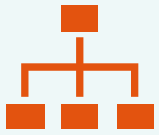
Core Features



WO management

Time tracking

Expense management

Inventory

Asset management

Appointment scheduling

Reporting & business intelligence

Real-time dispatching and auto dispatching

Intelligent routing & optimization

Full communication platform

Increase productivity and workflows with real-time insights and reporting

- **No code** tailored workflows
- **Integrated** scanners
- **Submeter GPS and GIS** capabilities
- **Offline** capabilities
- **Dynamic layers** for map dispatching
- **Handheld** validations

Integrations

Our unique approach is based on an extensible architecture platform ensuring that custom integrations are fully compatible with new releases of the core platform

Some of our notable API integrations include:

- ABBYY OCR
- Badger Beacon
- Barcode Scanner API
- ChatGPT
- ESRI GIS Integration
- Financial
  Oildex, Sage Intacct, ProPay API
- Flir Thermal Imaging
- FTP/SFTP/FTPS Library
- Google API
  Map, Geo, Places, Translate, Distance Matrix
- Image Storage
  Amazon S3, Wasabi
- Itron Meter SDK
- OSRM Routing
- Security
  Nexus, Octopus
- Sensus FieldLogic™
- Source Control API
  GitHub, Team City
- SPIDAcalc
- Submeter GPS
- Twilio (SendGrid)
  Email, SMS, Calling

Ensight Plus connects to your existing software through API or flat file, and we give your developers a guide to every endpoint they need to send and retrieve data.

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Partner Deployment Process

1

Kickoff Meeting

Municipality and Ensight Plus align on project scope, contacts, and system requirements

2

Workbook Completion

All integration, workflow, and scheduling parameters are documented and approved

3

System Configuration

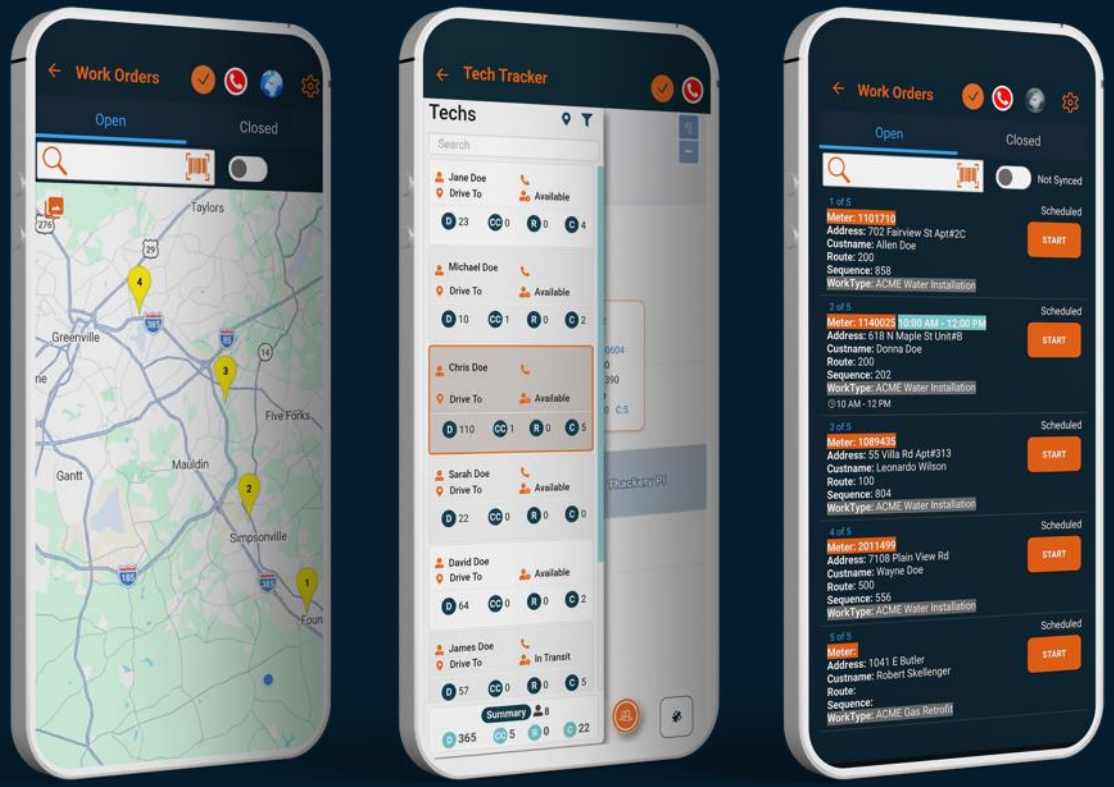
Ensight Plus is configured and tested against agreed specifications

4

Deployment Begins

Field activity starts with full alignment on data, billing windows, and workflows

Geographic Dispatching & Route Optimization



Map-Based Dispatching

Coordinators group work orders by location to cut drive time and increase daily output.

Billing Cycle Awareness

Work is scheduled around the Municipality billing calendar to avoid active read and billing periods.

Route Optimization

Optimized routes across the service area improve technician efficiency and daily production.

Real-Time Visibility

Project leadership sees live field activity and assignment status throughout the deployment.

Mobile Workflows & Quality Audit Process

Tailored field workflows with built-in validation and photo documentation

Configurable Workflows

- Configurable tabs, pages, and required fields
- Supports workflows across installation, service, inspection, and ongoing asset management
- Standardizes field processes while supporting project-specific needs

Built-In Validation & Photo Capture

- Required field enforcement at point of capture
- Necessary photos tied to each workflow step
- Reduces field errors and improves data quality

Can't-Complete & Post-Install Audit

- Configurable CC reasons for exceptions
- Separate QA audit workflow for independent review

From Field to Back Office Review

- Photo Review & Quality Assurance
- Every photo documented and available for your review
- Exceptions flagged across provided data, field capture, and back-office review

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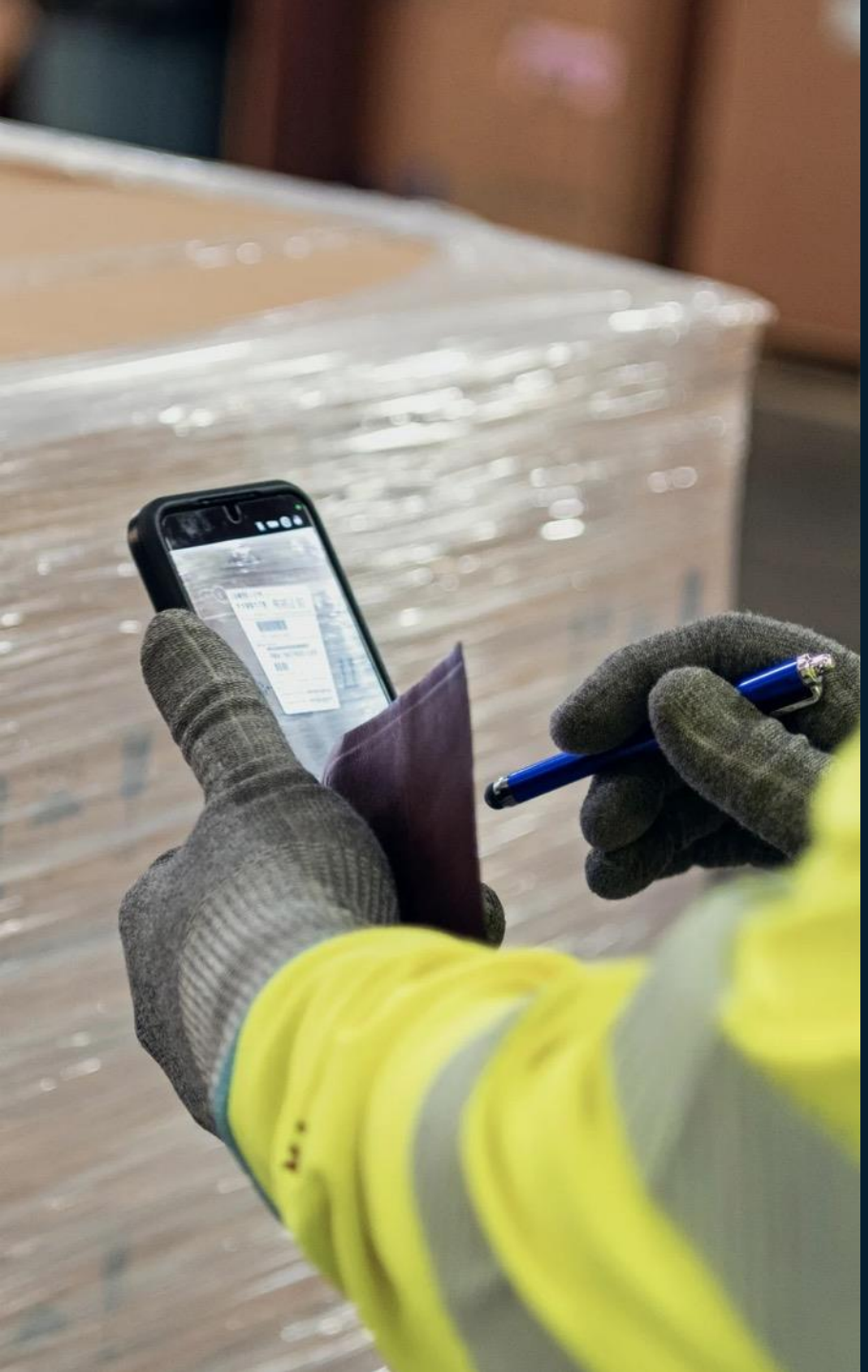

Call Center, Customer Service & Inventory

- Ensight Plus call center connects calls, texts, emails, IVR, and appointments with English and Spanish prompts and text-to-speech support
- Scheduling and customer contact tied to the work order queue, with special accounts tracked to completion
- Inventory tracked from warehouse to installation, with full status visibility
- Every meter and endpoint serialized and traceable, with real-time stock levels

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Schedule a Demo
at ensightplus.com

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