

OverIT–NEXTGEN FIELD SERVICE MANAGEMENT

LEADING AI-ENABLED FSM PRODUCT SUITE FOR UTILITIES, TELECOM

(<https://www.overit.ai>)

OVERIT-NEXTGEN FSM PLATFORM CAPABILITIES

- OverIT has 20+ years (First utility customer in 2004) of experience in Energy & Utilities sector and 150+ live utility implementations globally
- Advanced AI/ML driven scheduling & optimization for complex, intraday field operations
- Mobile workforce enablement with powerful offline support
- GIS-native FSM with deep ESRI integration & 3D GIS
- Asset-centric FSM: Inspections, maintenance, construction, leak detection
- Built-in AR collaboration and digital work nstructions

BUSINESS IMPACT

- Higher first-time-fix and technician productivity
- Faster emergency and outage response
- Optimized routing → fewer truck rolls & emissions
- Improved customer experience via appointment-centric workflows
- End-to-end digital field processes with regulatory compliance



- ▶▶ Transparent Pricing Model and CAPEX investment supported
- ▶▶ Hybrid deployment & faster innovation cycles
- ▶▶ Flexible Deployment : On-Premise, Private Cloud, and SaaS.



SURED CG - FSM COE EXECUTION CAPABILITIES

- Dedicated Field Service Management (FSM) unit within SURED CG
- Deep expertise in utility field operations; Strong delivery experience across: GIS-driven field workflows, Integrations to SAP, Maximo, CRM, IoT, and grid ecosystems
- End-to-end execution ownership: Advisory → Solution Design → Implementation → Scale → Run
- Ability to industrialize OverIT delivery across Infosys accounts and geographies

VALUE TO CLIENTS

- Faster mobilization for OverIT-led FSM pursuits
- Reduced delivery risk through: Reusable FSM playbooks, Proven integration accelerators
- Single execution owner simplifies Sales engagement, Partner coordination, Delivery governance
- Scalable model for repeatable growth

PARTNERSHIP : INFOSYS OVERIT



Infosys recognized as strategic partner for OverIT



40+ Infosys professionals trained on OverIT Product Suite



Joint implementation for PG&E underway



Building OverIT Connectors with SAP, GIS

For any opportunities, please contact SURED CG_FSM_OverIT@infosys.com