

# Driving Field Efficiency - How Mobile Service Inventory Empowers Asset-Intensive Organizations with Real-Time Visibility and Offline Capability



**Intellinum**



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## EXECUTIVE SUMMARY

In asset-intensive industries—like utilities, energy, telecom, and medical equipment service—the ability to track parts and materials in the field isn't just a logistical need. It's a business-critical capability that affects service reliability, regulatory compliance, and financial performance.

Yet, many service operations still rely on manual logs, disconnected systems, or outdated assumptions about what's in a technician's truck. The result? Stockouts, billing delays, charged off & excess inventory, and lost opportunities to improve performance.

Intellinum's Mobile Service Inventory (MSI) closes that gap with a mobile-first solution designed specifically to track inventory movement, transfers, and consumption across service vehicles—even in the most remote and offline environments. MSI integrates seamlessly with Oracle Cloud SCM, Oracle Field Service Cloud (OFSC), Oracle Projects, and leading service order platforms such as Salesforce Service Cloud and ServiceNow.

By enabling accurate, real-time insight into truck stock and material usage, MSI empowers organizations to:

- Improve compliance with regulatory and audit standards
- Ensure timely replenishment of critical parts
- Reduce service delays caused by unavailable materials
- Equip leadership with real-time visibility into service inventory operations

Whether your technicians are restoring power in a storm zone or maintaining telecom infrastructure on the edge of the network, MSI helps you control what's on the truck—so you can control what happens next.

Oracle Fusion Cloud Supply Chain & Manufacturing (SCM), including Oracle Cloud Warehouse Management (WMS) and Oracle Transportation Management (OTM), empowers CPG organizations to modernize operations, enable omni-channel fulfillment, and achieve true end-to-end supply chain orchestration.

## Industry Challenges

Managing inventory in the field isn't easy. For organizations that maintain complex infrastructure across wide geographic areas, the stakes are high—and so are the challenges.

Consider the following scenarios:

- A technician arrives at a job site only to find that the critical part shown “in stock” was actually consumed days ago.
- A service order can't be closed—and therefore can't be billed—because no one captured which materials were used.
- A failed truck requires urgent part transfers from nearby technicians, but there's no reliable way to locate or record the movement.
- Field teams operate in signal-dead zones, leaving no way to update ERP systems until



These issues are more than operational headaches. They drive up costs, introduce compliance risk, and frustrate customers. Worse, they often go unnoticed by leadership until they surface as poor First-Time Fix Rates (FTFR), missed SLAs, revenue leakage, or excess inventory write-offs. **That's where Mobile Service Inventory changes the game.**



## Introducing Mobile Service Inventory (MSI)

Every successful service job starts before the technician ever leaves the depot.

A well-run field operation begins with properly stocked trucks. But that process—loading the right parts, confirming quantities, validating serial numbers—depends on having clear, accurate inventory data and a reliable way to record what's leaving the depot. That's where **Mobile Service Inventory (MSI)** starts delivering value.



With MSI, technicians or warehouse personnel can load service vehicles using a mobile device, scanning each part or material as it's issued to the truck. Every item is recorded, validated against expected inventory, and synced with back-end systems like Oracle Cloud Inventory—ensuring that what the technician thinks they have matches what the system knows they have.

And that's just the beginning.

## MSI Tracks Inventory Across the Entire Field Lifecycle

Unlike general-purpose field service apps, **MSI is purpose-built for one critical job: giving organizations complete visibility into the materials and parts on their service vehicles—before, during, and after the job.**

Once in the field, technicians use MSI to:

- **Issue inventory** to service orders
- **Record consumption** at the point of activity
- **Perform truck-to-truck transfers** when sharing materials across the field team
- **Return unused or damaged items**
- **Receive replenishments** in the field or at designated depots



Even in low-connectivity or offline environments, MSI continues to capture all inventory movement—syncing with Oracle and third-party systems once a signal is restored.

MSI is inventory focused and integrates directly with leading platforms like **Oracle Field Service Cloud (OFSC)**, **Salesforce Service Cloud**, and **ServiceNow**—ensuring that your service order systems and your inventory management systems stay in sync.

## Core Capabilities of Mobile Service Inventory

Mobile Service Inventory (MSI) delivers a focused set of capabilities designed to solve a very specific challenge: accurately tracking and managing materials in service vehicles—wherever they are, and regardless of connectivity.

### 1. Offline Field Consumption

Technicians working in remote or signal-poor areas often have no reliable way to record what parts were used during a service visit. This leads to inaccurate records, billing delays, and stock discrepancies.

MSI solves this by enabling offline capture of inventory consumption at the point of activity. Technicians can issue parts directly to a service order—even with no connectivity—and those transactions will be queued securely for automatic sync once the device reconnects.

### 2. Truck-to-Truck Transfers

Whether responding to a breakdown or assisting a nearby teammate, technicians often need to share materials in the field. MSI makes this simple and traceable by allowing peer-to-peer inventory transfers between vehicles—complete with scanning, validation, and audit trails.

### 3. Barcode Scanning and Serial Control

MSI supports fast, reliable barcode scanning for all inventory transactions. For high-value or serialized parts, technicians can capture exact serial numbers—ensuring compliance and enabling full traceability in Oracle Cloud SCM.

### 4. Service Order Integration

MSI is a mobile service inventory management system designed to play well with leading Field Service systems. Technicians can link inventory usage to service orders from:

- Oracle Field Service Cloud (OFSC)
- Salesforce Service Cloud
- ServiceNow
- Custom service management platforms

This ensures consumption is properly accounted for—improving job costing, billing accuracy, and replenishment planning.



EXAMPLE USE CASE

## Field Inventory Control in the Energy Sector

A technician at a regional energy provider loads required components using MSI. Later, at a remote site, they consume parts and record usage offline. When a nearby technician's truck breaks down, a truck-to-truck transfer is performed and logged. Once back in coverage, MSI syncs all transactions. Leadership uses the data to plan replenishments and analyze usage trends.

## Key Benefits and ROI

### 1. Improved Compliance and Traceability

- Full visibility into serialized and lot-controlled inventory
- Audit-ready transaction logs for field activity
- Reduced risk of unrecorded or misused materials

### 2. Reduced Downtime and Faster Job Completion

- Prevents job aborts due to stockouts
- Streamlines access to inventory across field teams
- Supports ad-hoc material sharing without administrative overhead

### 3. Accurate Inventory = Accurate Billing

- Fewer missed charges
- Clear attribution of materials to specific service orders
- Cleaner reconciliation between field and ERP data

### 4. Leaner, Smarter Replenishment

- Smarter replenishment planning
- Lower inventory holding costs
- Fewer emergency shipments

### 5. Executive Visibility and Operational Control

- Real-time dashboards for truck inventory and usage
- Support for data-driven decisions
- Visibility into gaps between expected and actual field performance

### 6. Improved First-Time Fix Rate (FTFR)

- Technicians have the right parts loaded from the start
- MSI enables real-time tracking and offline consumption capture, reducing missed materials
- Truck-to-truck transfers help field teams complete jobs on the first visit
- Fewer return visits means reduced cost, faster job closure, and higher customer satisfaction



## Integration and Architecture

**Mobile Service Inventory (MSI)** is designed to fit seamlessly into enterprise ecosystems for field ticket and service order definitions.

### Oracle Ecosystem Integration

- Oracle Inventory Management Cloud: Real-time updates of on-hand balances, issues, transfers, and returns
- Oracle Projects: Associates inventory usage with project tasks
- Oracle Field Service Cloud (OFSC): Links inventory usage to service orders

### Third-Party Service Order Platforms

- Salesforce Service Cloud
- ServiceNow
- Custom integrations via API

### Data Sync and Offline Behavior

- Online Sync Mode: Real-time posting when connected
- Offline Mode for Field Consumption: Secure, local capture of usage synced later

### Deployment Options

- iOS/Android smartphones and tablets
- Scanning-enabled handhelds
- Configurable with SSO and role-based access





## Why Intellinum

Intellinum is a trusted Oracle partner delivering practical, field-ready solutions:

### Proven Oracle Expertise

- Deep integration with Oracle Cloud SCM, Projects, OFSC
- Experience working with Oracle Consulting and implementation partners

### Field-Ready Innovation

- Mobile-first, offline-capable
- Focused on operational accuracy

### Trusted by Oracle Ecosystem Leaders

- Recommended as a field inventory solution by Oracle partners

### Responsive, Agile Delivery

- Fast deployments
- Flexible configuration
- Integration with Salesforce, ServiceNow, and more

## Next Steps

Ready to see how Mobile Service Inventory can improve visibility, compliance, and control across your field operations?

**Let's talk.**