

# Co-innovating the future of FSM with our partner OverIT

How to build smarter operations, safer interventions,  
and a more empowered Field Workforce.

Traditionally, FSM operated on a reactive model, dispatching technicians only when issues arose. However, this approach has become increasingly insufficient. Today, **FSM is driven by proactive strategies** focused on **preventive maintenance** and **customer centricity**.

## OverIT NextGen Platform

The OverIT NextGen Platform exemplifies this shift, equipping organizations with tools for predictive maintenance and proactive problem-solving.

By integrating cutting-edge technologies such as **Augmented Reality** and **Machine Learning**, OverIT is establishing new benchmarks in FSM, ensuring service continuity while enhancing safety and improving customer satisfaction.

The platform empowers technicians to **work smarter**, seamlessly **integrating AR and VR** to transform field operations.

## Why it matters

-  **From reactive to proactive FSM** with AI and IoT
-  **Safer, hands-free work** with AR-guided workflows
-  **Empowering technicians** with training and remote support

## The OverIT NextGen Platform: pioneering a new era of FSM

### Innovating Field Service

The OverIT NextGen Platform uses AR&ML for predictive maintenance, boost safety, and enhance service quality.

### AR and VR for Training

AR guides on-site work, while VR simulations speed up learning and reduce errors.

### Remote Support Made Easy

Technicians get hands-free, real-time help via AR, improving accuracy and safety in high-risk tasks.



### Preserving Knowledge

Captures and shares critical data, helping industries like Energy and Oil & Gas improve efficiency and safety.


## Our Partnership

**Eng** and **OverIT** have forged a highly successful partnership in Field Service Management software, creating a powerful synergy that drives value for organizations overseeing critical and strategically important operations.

**Merging OverIT’s advanced technology with our innovative expertise for end-to-end FSM solutions.**

-  Delivering cutting-edge digital and XR experiences and empowering asset-intensive industries.
-  Providing immersive, human-centric tools that transform employee engagement with critical systems.

Our partnership with OverIT delivers **full FSM coverage** and **smooth integration** with CRM, EAM, ERP, GIS, IoT, Smart Grid, and billing.

[visit overit.ai](https://overit.ai)

**Industry Leader in FSM**

NAMED LEADER IN 2023-2024  
IDC MARKETSCAPE  
FOR FSM FOR UTILITIES

**300+**

GLOBAL CLIENTS  
RELY ON US  
FOR FIELD SERVICE  
OPTIMIZATION

**25+**

YEARS SERVING  
ENERGY, UTILITIES,  
OIL & GAS, TELCO,  
AND TRANSPORTATION