

MASTER THESIS

// INNIO DIGITAL R&D

“Resource capacity prediction in a volatile service environment  
(considering proactive and reactive maintenances)”

✓ **Job location: Jenbach, Austria**

✓ **Project Description:**

- ✓ INNIO's service organization is facing a fluctuating resource demand due to parallel occurrences of proactive and reactive maintenances. To maintain both timely executions of scheduled maintenances and fast reaction times to critical issue resolutions in the field, it is crucial to predict potential capacity shortages of service technicians by forecasting the demand of field technician resources. Statistical methods are required to determine and consider the resource demand of forecasted maintenance events (comparison of different methods, e.g. data-driven approach based on field service operations data).

✓ **Technologies:**

- ✓ Statistical methods
- ✓ Algorithm development in Python
- ✓ Webservices (REST and GraphQL APIs)

✓ **What we offer:**

- ✓ Working in and learning from an experienced and international team of Software Developers and Data Scientists
- ✓ Flexible working time and work location
- ✓ Subsidized work transportation
- ✓ Health We Care Program – including company sport activities
- ✓ Healthy meals at discounted prices at the Innio on-site Canteen (Jenbach only)



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