Locus

CASE STUDY

A Global Lottery Operator Cut Field-Service SLA Penalty Risk 20% with Locus

20% lower SLA penalty risk

18% lower fuel spend

15% less drive distance and time

25+ states on one autonomous dispatch engine

Company Profile

A global lottery operator and technology provider, the company runs a US field-service operation that installs, maintains, converts, and repairs lottery machines across 25+ states. Its technicians carry different skill sets, and rosters shift through the day. The work runs under separate state contracts, some with one-hour SLAs and per-hour penalties, complexity that manual dispatch could no longer hold as the footprint grew.

Industry: Field services

Geography: United States

THE CHALLENGE

Field service had outgrown manual dispatch. Three problems compounded:

Every state played by different rules.

Contracts, labor laws, and revenue terms differ by state, and some carry one-hour SLAs with $100+ per-hour liquidated damages. One dispatch approach could not satisfy every jurisdiction, and manual tuning did not scale.

A schedule too complex to build manually.

Zones, schedule types, staffing models, standby time, and technicians moving on and off shift kept changing. Even a well-built plan went stale within the hour as urgency, traffic, and weather shifted.

Six kinds of work, no two technicians alike.

Installation, maintenance, conversion, setup, removal, and service each need different skills, so not every technician can take every case. Every assignment is a three-way match of case, skills, and location.

Net Impact

Penalties grew with every hour a machine stayed down, while manual dispatch struggled to hold 25+ rulebooks, six job types, and a shifting skilled roster in balance.

THE SOLUTION

Locus runs as the agentic decision layer for field service. The provider's existing systems stay the system of record; Locus is the system of execution. Three structural shifts:

Autonomous dispatch that holds every state's rules at once.

Locus models each state's contracts, labor laws, SLA windows, zones, and skills as live constraints, drawn from the 250+ real-world rules the platform holds per computation. Cases route to eligible technicians automatically, the tightest SLA windows protected first.

One engine for six kinds of work.

The Dispatch Agent assigns every case type through one engine, matching each case to a qualified technician while balancing priority, time, and distance across the skilled workforce, case by case.

Scheduling that re-plans itself, governed end to end.

The Capacity Agent maintains the full roster, and the Dispatch Agent re-optimizes against live traffic, weather, and urgency, with the Orchestrator Agent coordinating the two to keep plans aligned. Every autonomous decision stays governed by six mechanisms, including human-in-the-loop override.

THE RESULTS

20%
lower SLA penalty risk

The tightest response windows are protected first, so fewer machines stay down long enough to trigger liquidated damages.

18%
lower fuel spend

Shorter, skill-matched routes across the technician network cut fuel cost while the same workforce covers more cases.

15%
less drive distance and time

Assignments computed on live distance and traffic trimmed the miles and hours technicians spend on the road.

About Locus

Locus is the agentic decision layer for delivery, logistics, and field operations, automating decisions since 2015. Governed agents reason on live signals, act within customer-defined policy, and learn from every job. Locus serves 360+ enterprises across 30+ countries, with 1.5B+ deliveries optimized and $320M+ saved.