FSM Grid

CASE STUDY

Incident and CR Management

Solution for a Telecommunications

Equipment Manufacturer

Client Overview

A global data communications and telecommunications equipment provider

FSM global

Business Challenges

- Limitations with their existing FSM solution, forcing the customer to look for a feature rich FSM solution to create and manage incidents and change requests remotely via tablets and smartphones

- Dispatchers, technicians and vendors were unable to collaborate, create, update and track dispatched and completed work orders using a single system

- More dependency on central dispatchers as there were no system in place for simplified dispatching & routing process

- Lack of integration with existing systems and high support and maintenance costs

- Existing system was not allowing users to self-assign jobs on emergency situations and while on the move

Business Solution

- Implemented FSM Grid to perform the entire global operations

- End to end integration with BMC remedy and the Client corporate OKTA enabled provision for external users to login with their registered email ID. Integrated NOC FEDREROS Alarm system to alert technicians on jobs.

- Configured Technician Feedback Eco System to improve the App and web experience.

- Feature to allow multiple change approval process for change management

- Integrated alerts and notifications with customized sounds to differentiate vendor groups and technicians. SLA alerts to notify and warn technicians before 45 minutes of the agreed time to complete the job

- Multi-language Support (Canadian French, Portuguese and Spanish)

Business Benefits

- Bill the customer within day of the service

- Improved overall service quality and customer satisfaction, who can have better service of their facilities and assets

- Technician has a provision to view the upcoming changes associated to the Sites, this will help him to plan and suppress the Alarm based on the change Duration

- NOC support usage is less implementing system, as technician has an ability to update directly using mobile APP.