



CASE STUDY

Tracking Project/Incident

Resolution Status in Real-Time

for a Telecom Company

Client Overview

The leading national provider of telecommunication services in the Kingdom of Saudi Arabia providing the highest standard of services (Fixed Lines, mobile, Data, etc.) to their customers.



Business Challenges

- Network Operations Department is responsible for management of their field service operations. It supports the entire service Process from creating the tickets for fixing and reporting on the problem at STC sites
- Currently these operations are tracked manually using some preliminary in-house systems (PMR web and MAMAS) for preventive maintenance
- Track and Monitor Managed Service Providers operations to make sure they meet the SLAs.
- Track the technicians to make sure they perform the Preventive Maintenance Routines.

Business Solution

- Create a Flexible, Configurable and Comprehensive System of Work Force Management System to manage the work force and the MSPs effectively.
- FSM Grid generates PMR work orders based on the defined ETL and provides the intelligent scheduling and dynamic dispatching based on the Technician's Skills and Technology.
- Real time technician tracking using GPS.
- Integration with remedy to effectively schedule and handle Trouble Tickets (CMR)
- View by statistics of relative quantity, performance, and profit / valuation

Business Benefits

- One holistic solution to manage the end to end business process resulting in improved productivity
- Improved customer service and Improved manageability of network operations activity by all the MSPs
- Improved process efficiency by continuous review of the existing process
- Library of Industry expert's dashboards based on data analysis and views based on accumulated knowledge
- Ability to provide Ad Hoc / On-Demand reports from user defined criteria, export to Excel, Word, PDF, and Print
- Convenient Technician tracking using GPS.