



CASE STUDY

Tracking Project

Status in Real-Time

for a Telecom Company

Client Overview

Leading mobile voice and data services operator with a commercial footprint in 8 Middle Eastern and African countries



Business Challenges

- With manual operations, decision makers and back office staffs were not able to track the activities of Field Support and sub-contract vendor groups
- Challenges in updating real-time status update from the project site
- Dispatchers were not able to track and receive job completion confirmation from customers, resulted in reopening of incidents
- Challenges in capturing and attaching photo proofs to the work order after job completion

Business Solution

- FSM Grid implemented as On-Premises model
- Hybrid Mobile applications to access information and closing incidents, directly from the site in real time were integrated
- Multivendor configuration module enabled to build a multiple vendors and subcontractors ecosystem to ensure better service quality
- Photo upload option and real time sync with REMEDY to view and track field activities
- Feature to escalate incident from one group to another with complete track history
- Facility to capture Dynamic Resolution details based on Assignment groups access

Business Benefits

- Automatic scheduling & real-time project status update enabled faster turn around time
- Back office integration with Field teams improved collaboration and productivity
- SMS and Email notifications improved communication between dispatchers, vendors, field techs and customers
- Saved time and money due to accurate project status information