



CASE STUDY

Workforce

Automation for a

Telecom Operator

Client Overview

Malaysia's first & leading regional integrated telecommunications infrastructure services company in Asia.



Business Challenges

- Required a Workforce Management System (WFM) solution with adequate performance to cater for all operating countries
- Multi-country Operation with each country having their own configuration/setting and process flows
- Integration with existing systems like WDS, ECHO, EASI, MRF, Rapid and Power BI
- Trouble Ticket creation via multiple email formats
- Bulk Import option for Trouble Ticket creation
- Providing the option for the client to create Trouble Tickets & Track them

Business Solution

- Configured field service management system for their major operations in Malaysia, Bangladesh, Pakistan, Myanmar, Sri Lanka and Pakistan
- Introduced TT creation with bulk upload
- Most of the TT creation is automated by integrating with their alarm, NMS systems & mails from customer systems
- Multi Vendor Management to manage the sub-contractors.
- Spares Parts Module to handle their warehouse activities
- Dedicated Customer portal enabling the customers to create TTs and track them till completion

Business Benefits

- Multi-tenanted / multi-country operations helped them in having a single system with different interface for each country
- Improved customer service and Improved manageability of network operations activity
- GPS based intelligent scheduling and dynamic dispatching based on the Tech Current location and the Site location
- Automated TT creation and integration with core site & asset management systems helps to effectively utilize their resources
- Mobile apps for technician, with offline capability improves storing and retrieving of multiple information helpful in PM, CM and asset audits.