



CASE STUDY

Workforce

Automation for a

Telecommunications

Company

Client Overview

Oman's leading integrated telecommunications services provider.



Business Challenges

- Business operations including service order creation, installations and fault management were performed manually with back office and field staffs.
- Manual Operations resulted in delayed installations, repeated customer complaints, SLA violations and inconsistency in inventory data management.
- Decision makers were not able to track field operations and see field service data to make key decisions.
- Absence of collaboration among teams and escalation options to address issues with sub contractors and internal planning and network operations departments.
- Integration required for the company's existing internal systems.

Business Solution

- Proposed FSM Grid On-Premise model.
- Integrated FSM Grid with their existing legacy systems (Inventory, fault, trouble tickets and Network Engineering platform).
- Work order creation and management for new installations and fault management along with escalation options.
- Multiple vendor management portal to track and manage sub contractors.
- SLA driven comprehensive reports and dashboards to monitor service quality, technicians, vendors and efficiency.
- Mobile Apps to access information anywhere, anytime.

Business Benefits

- SLA violations reduced by 80 %
- From service request to installation, the Job execution time was reduced to 2 days from 2 weeks.
- Automated scheduling with real-time tracking and alerts.
- Easy integration with the legacy system.
- Mobile App enabled field technicians to access scheduled jobs, customer information and critical data.
- Easy integration with the legacy system.