FIELDEZ

Digitize Your Field Force
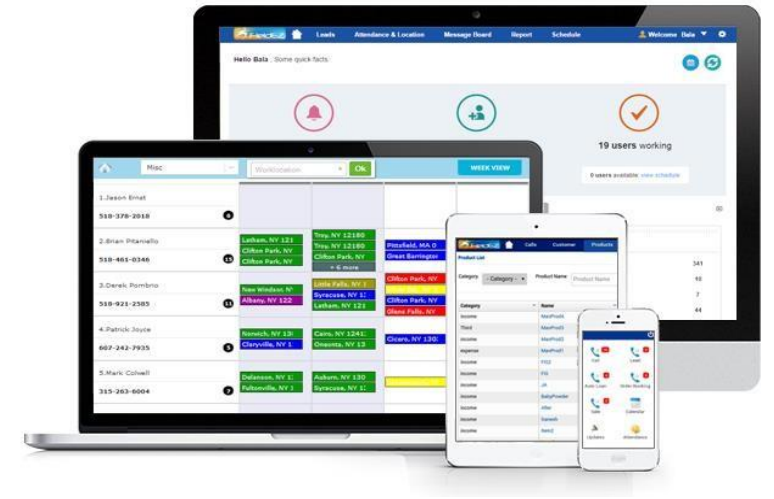
Empower Employees | Excite Customers | Transform your Business

Integrated Digital Transformation for Distributed Field Services

FIELDEZ

- Use case: Installation and Repair of business and home services (Digital TV, Broadband internet connections, etc,.)

- User base: Currently in Phase-1 roll-out – 70 users. Phase-2 ->250 users

Customer Profile & Application Area

The client is one of the largest and dynamic telecom operations in the GCC region, with mobile and fixed line telephony, broadband and digital television operations serving enterprise, business and residential segments

The client had a large field service team, primarily involved in:
- Attending to ad-hoc customer complaints – repairs and fixes
- Regular periodic checks of assets installed at enterprises and/or outdoor installations

Customer Challenges

- First-time-fix-rates were below average due to information asymmetry regarding the spare part availability. Round-trip distances covered consequently were very high.

- Lack of information flow on customer history and past diagnosis

- Large driving distances with traffic variability leading to inaccurate scheduling of tickets – customer service degradation

- Multiple jobs types were aggregated under single team to improve TAT, but also lead to inconsistencies in quality of service

- Inefficient scheduling and rostering of field technicians leading to low morale and depressed job efficacy
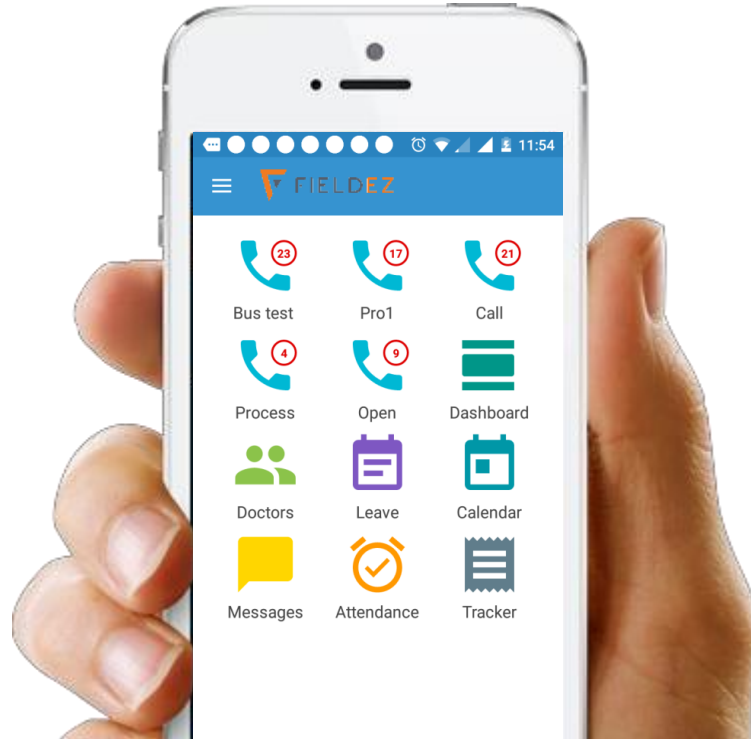
Solution Overview

FIELDEZ

- Integrated digital transformation suite for field service management including

- Device agnostic field service management on mobile, enabling real-time data and location capture

- Spare part and imprest stock management

- Reverse logistics management as well as RMA and restocking

- Contract & Warranty management for devices and spare parts

- Map-based scheduling system for efficient tracking and optimization

- Route optimization options on server and client modules

- Single-view customer history management

- Customer experience transformation: customer feedback on mobile incld. Voice feedback, automatic work order completion, instant sms updates to customer, etc.

- Barcode scanning via mobile as well as desktop user licenses – enabling efficient and accurate data entry for spare parts and consumables

Future enhancement and feature roll-out

- Option for automated ticket scheduling, based on numerous parameters including job skills required, technician availability, distance from job and workload
- Enhanced stock management capabilities:
- Auto-route spare parts between multiple warehouses based on demand profiles
- Possibilities for heuristics and machine learning auto-scheduling algorithms
- Closed system chat for enhanced data privacy and collaboration

Thank You