

COMARCH



DATA SHEET
COMARCH FIELD SERVICE MANAGEMENT
STAY CONNECTED IN THE FIELD

OVERVIEW

Field Service Management is an important tool for every service provider conducting field activities. An efficient solution is required to support various areas including service order placement, scheduling, technician assignment depending on skills and availability, route optimization, equipment

allocation as well as service level agreements and reports management. The platform must be seamlessly integrated with other IT systems, as only comprehensive tools supporting end-to-end field service delivery processes can reduce operating costs and improve the customer experience of service providers.

MAXIMIZING CUSTOMER EXPERIENCE

Customer Experience is a fundamental aspect of every business. The highly competitive market of today cannot afford to disappoint its customers by scheduling improper timeslots and having the field

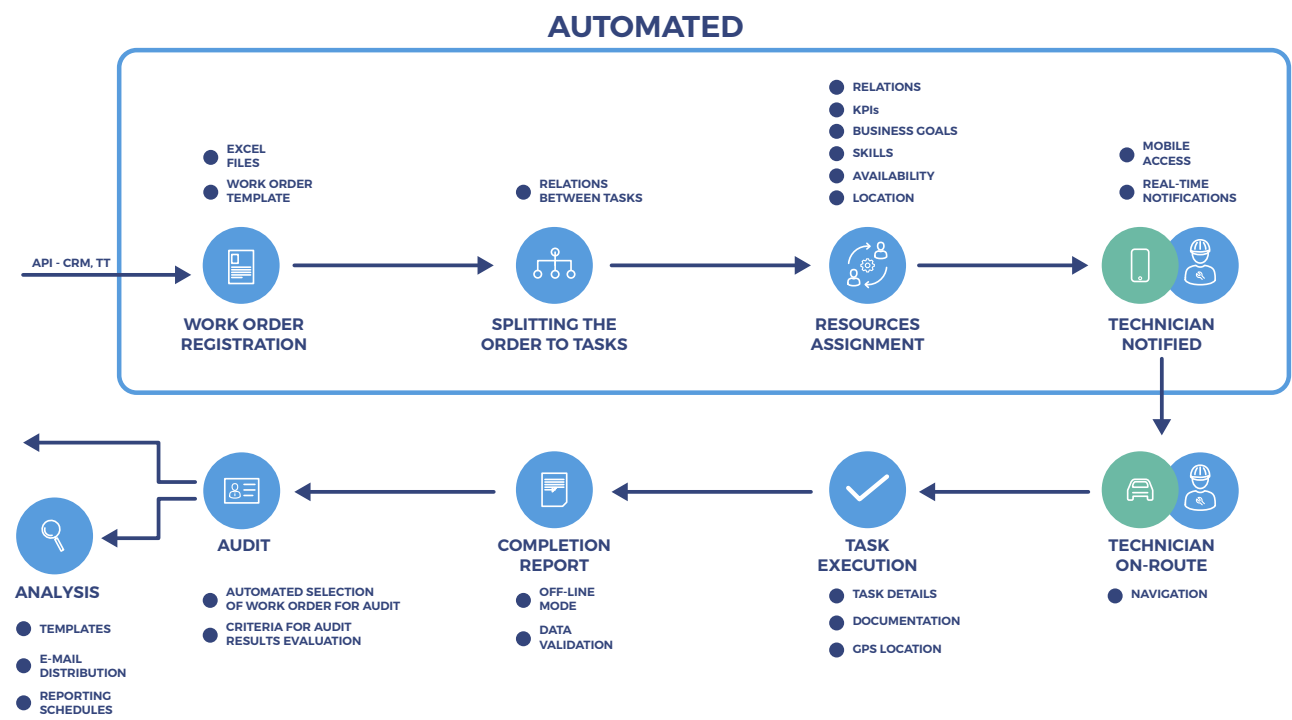
staff arrive late. Only the solution efficiently supporting processes in the field allows a service provider retain customer loyalty and expand business opportunities.

MAXIMIZING RESOURCE PERFORMANCE

In modern economies human resources are essential assets which have to be well managed. With the right tools, even medium service providers can reduce annual operating costs significantly. Savings

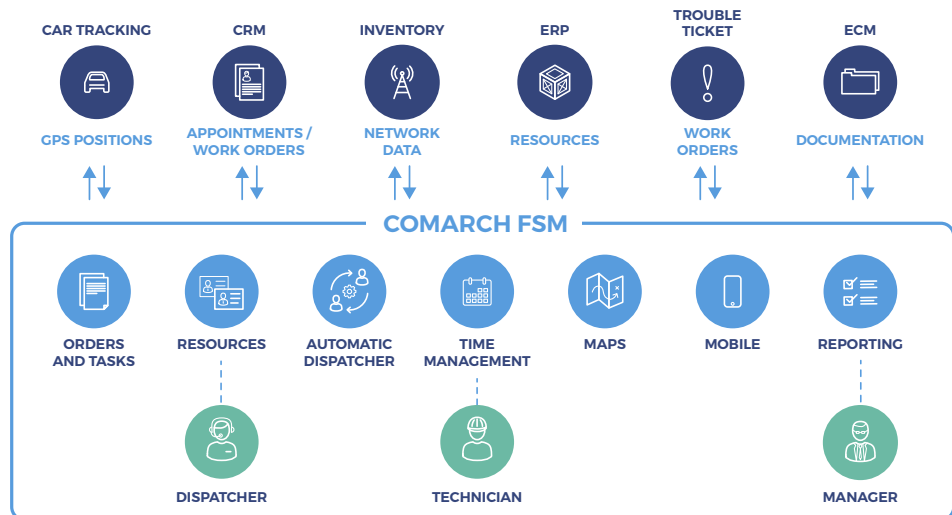
can be made on efficient scheduling with minimal idle time and well organized routes which reduce vehicle and fuel use.

AUTOMATING END-2-END PROCESSES



SOLUTION ELEMENTS

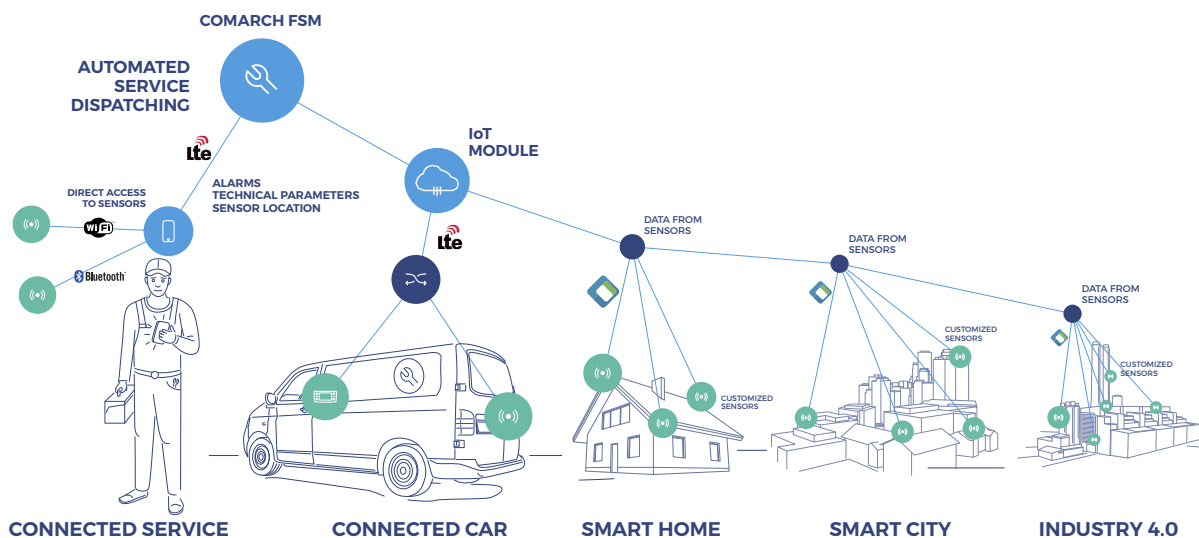
- Effective Planning and Scheduling
- Balanced Resource Management
- Real-Time Management of Mobile Staff
- Deep and Fast Analysis & Task Evaluation
- Automated Optimization
- Fulfillment Partners Management
- Equipment and Spare Parts Inventory
- IoT Enablement



COMPLEMENTARY SOLUTIONS

Comarch Field Service Management with Comarch IoT module and Comarch smart devices create a unique solution for IoT enablement in business related services. Standard or customized devices which can be delivered by Comarch IoT Lab through

Comarch IoT platform provide FSM with data that can help to diagnose, repair or maintain the infrastructure. Data is used for preventive or emergency scheduling and predictive maintenance so full insight from mobile app is provided for field staff.



FACTS & FIGURES

- **Implemented for a number of service providers** from different industries including brands as Orange, ViaSat or Warta
- **Recognized by Gartner** and introduced to Field Service Management Magic Quadrant report
- **In Stratcast (Frost & Sullivan) Report “OSS/BSS Global Competitive Strategies”** dedicated to Workforce Management (WFM) Strategies for Changing Markets and Challenging Economics **Comarch FSM was assessed as a solution that efficiently optimized skilled resources and schedules** using modifiable and adjustable ratings based on appropriate business needs
- Awarded with a Golden Antenna as the **Product of the Year for Telecommunications**

COMARCH

CONTACT US

Visit www.comarch.com for the contact information of our offices in the following countries:

Albania	Luxembourg
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Chile	Singapore
China	Spain
Colombia	Sweden
Finland	Switzerland
France	Thailand
Germany	UK
Italy	Ukraine
Japan	United Arab
Malaysia	Emirates
Mexico	USA

ABOUT COMARCH

Since 1993, Comarch's specialist telco solutions business unit has worked with some of the biggest telecoms companies in the world to transform their business operations. Our industry-recognised telco OSS and BSS solutions help telecoms companies streamline their business processes and simplify their systems to increase business efficiency and revenue, as well as to improve the customer experience and help telcos bring innovative services to market. Comarch's telco solutions customers include Telefónica, Deutsche Telekom, Vodafone, KPN and Orange.

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