


**COMARCH**



**COMARCH**  
**FIELD SERVICE MANAGEMENT**

A close-up photograph of a person's hands holding a white smartphone over a laptop keyboard. The person's left hand is holding the phone, and their right hand is positioned over the keyboard. The entire image is overlaid with a semi-transparent blue filter. The text is positioned in the upper left quadrant of the image.

Field Service Management is an important tool for every service provider conducting on-site installations. 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, and service level agreements and reports management. The platform must be seamlessly integrated with a CRM or order management system. Only comprehensive tools which support end to end field service delivery processes can reduce operating costs and improve customer experience of every successful service provider.

## MAXIMIZING CUSTOMER EXPERIENCE

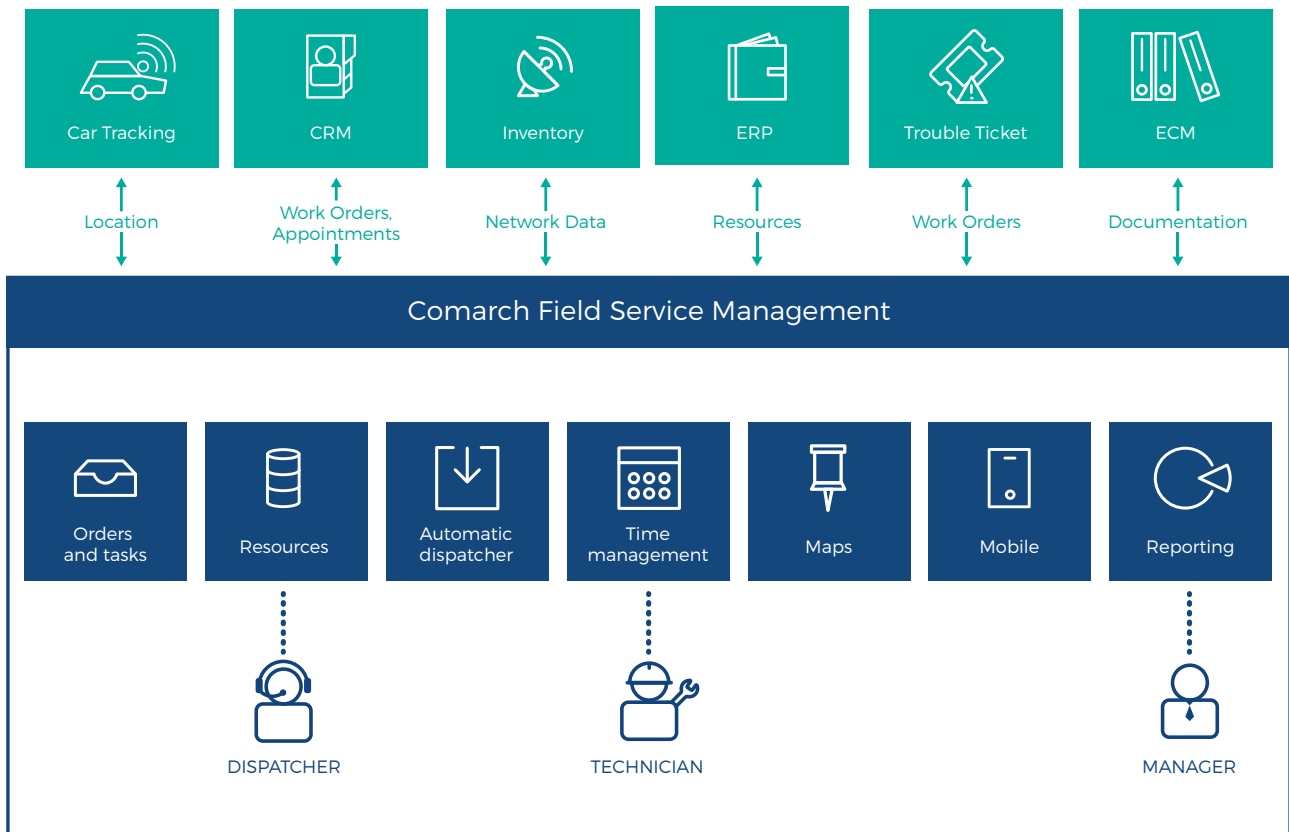
Customer Experience is a fundamental aspect of every business. The highly competitive market of today cannot afford to disappoint its customers by scheduling too distant installation timeslots and having the field technician arrive late. Only a solution that efficiently supports end to end fulfillment processes allows a service provider to 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-sized operators 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.

## SOLUTION ELEMENTS

- **Effective planning and scheduling**
- **Automated optimization**
- **Balanced resource management**
- **Fulfillment partners management**
- **Real-time management of mobile staff**
- **Equipment and spare parts inventory**
- **Deep and fast analysis & task evaluation**
- **IoT Enablement**



Field Service Management overview

## BENEFICIARIES

### Communication Service Providers (CSPs)

The transformation of CSPs' businesses can be carried out in multiple areas, including the creation of improved, unified, well-organized and reconfigurable processes. On a market where competition has increased significantly in recent years, time to market is crucial for a CSP's success. Therefore, a system for organizing field work should be introduced. To prevent multiple systems being involved in field work management, a central management system should be implemented. Comarch Field Service Management enables:

- **Improved performance** in an environment of complex processes and integrations provided by large deployments, up to 5 000 technicians
- **Dynamic creation of teams** which can multi-task, realize complex orders, and implement in multiple geographical locations
- **Unified central system for field activities** in the area of network maintenance and customer service
- **Efficient management of human and technical** resources adhering to labor law and regulations
- **Cost-effective processing of orders** in the context of the customer, network elements or telecom services
- **Improved customer experience** - as a result of accurate scheduling
- **Real-time management** - native support for emergency orders and real-time work adjustments

### Cable Multi-Service Operators (MSOs)

Trends of optimization within telecom technical services are also being observed on the cable market. MSOs in particular, which grow through acquisitions, need to maintain high customer service quality while keeping costs at a minimum. One element of achieving these goals is optimization of workforce organization.

The cable market, despite being part of the telecommunications industry, is fairly unique. Its business and service organization differs from other telecoms companies. Together, sales, call centers and technicians create highly personalized relationships with customers. Technicians not only maintain the network, but also represent the company. Furthermore, equipment and accurate network inventory play an important role in the technical services that are provided. With Comarch FSM, MSOs are able to:

- **Improve customer experience** with real-time service call reservation tools, and increase first time fix rates
- **Organize work order fulfillment** in a central system (installations, emergency and network development tasks)
- **Boost efficiency** and increase the number of tasks finished per day
- **Organize their business relationships** with contractors
- **Manage equipment** and spare parts on a customer's premises
- **Send feedback from a customer** to customer care centers (customer satisfaction evaluation forms)
- **Improve quality of service** as a result of escalations and the fulfillment audit module

## Satellite Multi-Service Operators

As satellite service providers often deliver their product over a wide area, an essential aspect of their activity is home installations and service calls. The quality of products delivered, time to market, and exceptional customer service are important. In this context, Comarch FSM supports satellite service providers with:

- **Scheduling visits** on the customer's first call
- **Route optimization** across a vast area of service
- **Partner management** in a multi-region, multi-time zone and multi-country environment
- Automated and efficient **work dispatching processes**
- **Improved quality of service**, escalation support, quality calls and an audit module with automatic tools for selecting auditing tasks
- **Efficient partner management** with tools for automated task dispatching, reporting and warranty management
- **Automation of work order** capture from order management, automated provisioning of services and information regarding technical aspects of the field work order in the context of technician tasks (to configure the service correctly)

## FACTS & FIGURES

- Implemented for a number of operators including **Orange, ViaSat** and **Netia**
- Recognized by **Gartner** and introduced to the **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**

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## 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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