Tech Mahindra Collaborates with a South African Telecom Major in their ClickSoftware Implementation Program

The client is the largest telecom company in South Africa providing Wireless and wireline services, broadband services, and data hosting.

- Services 400+ districts with 6000+ Field Service Technicians.

Tech Mahindra worked with the client and successfully delivered ClickSoftware suite on cloud

Features

- Customer Engagement improvement
- Bulk Upload of Preventive maintenance Jobs
- Click Schedule: for Auto scheduling of work orders, Jeopardy alerts to achieve SLA's
- Click Mobile: for Parts Management, Tracking of spare parts/assets

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Opportunities

- Low Customer Satisfaction score
- Field technicians faced challenges in Inventory accessibility in-spite of fat inventory with the client
- Wasted technician trips impacting technician productivity
- Long billing cycle times
- Lost potential sales

Benefits

- A state of the art optimizing and scheduling WFM system enabled Higher productivity
- Implemented solution is fully configurable and highly scalable

Highlights

- Cloud hosting enabled lower operating costs
- Implemented solution enables Automatic forecasting, planning, analyzing, prioritizing, locating, rostering, and tracking of the work status

Our Solution

- Implemented ClickSoftware suite on private cloud
- Automated scheduling solution to optimize field resource productivity and eliminate manual errors
- Used Reusable Data Migration scripts to migrate Work orders from Legacy application to ClickSoftware
- Developed translators to avoid changes in the product
- Mapped 40+ tables/views to the new solution
- Established supervisor approval process
- Enabled custom dashboards to provide overview of the current work orders as per the selected geographical area and to generate reports on past work order data to measure technician performance, SLA's, and other KPI's

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