

GLOBO helps Intracom Telecom increase field service productivity with mobile app

Developed according to time plan, field engineers can access and communicate with support data in almost 'real time'



PRODUCTS & SERVICES

- **Application Development Services:** concept, design, development, deployment, support
- **GO!AppZone:** Cross-platform application development/deployment — rapid and secure.

OPERATING SYSTEMS

- iOS, Android, Windows, BlackBerry

OBJECTIVES

- Implement mobility solution for the field services team
- Improve after-sales support and increase productivity of support teams

CHALLENGES

- Number and complexity of customer installations
- Time-consuming manual processes
- No real-time visibility or operational insight

Customer Profile

Intracom Telecom is a global telecommunications systems vendor. With more than 35 years of experience in the telecom market and a strong regional presence throughout EMEA, the company exports to more than 70 countries. Intracom Telecom develops and provides products, solutions and professional services primarily for telecommunications operators, public sector and large enterprises.

As a major enterprise that recognizes the benefits of successfully adopting new technologies, the company believes that mobility is here to stay and that enterprises today must adapt accordingly. And while the proliferation of mobile devices has greatly altered the IT landscape, it also sees the opportunities to deploy mobility solutions that increase productivity, reduce response times, and streamline operational processes.

Intracom Telecom was among the first vendors to ride the mobility wave, and to implement a company-wide mobility solution to further improve after-sales support and increase the productivity of its support teams.

The Challenge

As its customer installations grew and became more complex, manual processes were not working, and had to be modernized. A team of 150 field service engineers would travel all over the country supporting major customer installations with demanding up-time requirements. Support personnel relied on telephone calls, emails, and paper forms to exchange information and perform their duties. After completing their daily field tasks, the field engineers and the Helpdesk personnel would spend time preparing and entering daily activity data into the system. This manual process was error-prone, created a lot of extra work for the engineers and the Helpdesk personnel and critical data updates of the backend systems were delayed putting the Company's SLA obligations at risk.

The Solution

As a certified partner of Globo, Intracom Telecom launched a mobile application for field engineers based on the GO!Enterprise platform. The app helps them **automate time-consuming tasks and manual processes**. It lets them **access and communicate with support data from the field in near real-time**. Based on the GO!Enterprise platform, the mobile application features a wealth of **security capabilities** and **advanced application management functionality** — critical benefits for the company's operations. Furthermore, through the mobile application, employee productivity as well as customer satisfaction has been increased.

The GO!Enterprise platform helped Intracom Telecom simplify mobile application development and maintenance. Globo built the mobile application to **integrate with the back-end Service Management system**, as a vital part of an end-to-end solution with advanced application management functionality as well as substantial security features in accordance with Intracom Telecom standards. Developers did not have to code the mobile application for every mobile platform (iOS, Android, Windows Phone, and Blackberry). Instead, development was done once, using GO!AppZone, a solution ideal for **cross-platform application development**.

Intracom Telecom had the mobile application up and running according to the agreed time plan for all mobile platforms. With GO!Enterprise, they not only achieved **'fast time to market'** but they are confident that with future updates, coding will be done only once and the new app will automatically be deployed to all users.

Results

Intracom Telecom has boosted the productivity and efficiency of its field staff. Freed from entering time-consuming data into the company's system at the end of the day, they can now log activity data directly to their mobile device, and send everything to the corporate office while still at the customer site. By having support data available in almost 'real time,' Intracom Telecom gains **operational insight that will help them deliver excellent service and exceed customer expectations**.

Business benefits include:

- **Streamlining operations** by replacing manual, tedious tasks and processes with an automated modernized, easy-to-use app.
- **Simplifying reporting** while at a customer site means that the field engineer is better informed and able to provide a higher level of service to the customer. This helps exceed customer expectations for even the most stringent SLAs.
- **Increasing productivity and job satisfaction** of field engineers by saving them valuable time, and giving them a wealth of functionality on their mobile device.
- **Reducing the burden** on Help Desk personnel, and freeing them up to handle more important technical issues.

Intracom Telecom has plans to launch additional mobile services to field engineers and extend mobile services to other teams across the company. With mobility solutions from Globo, and our professional services, and support of the **end-to-end app lifecycle**, Intracom Telecom can meet their short and long-term plans, and deliver on the promise of mobility.

All brands, products, service names and logos used in this brochure are trademarks and/or registered trademarks of their respective manufacturers and companies.

