

Tech Mahindra Collaborates with a Leading Satellite Communications Major in their Oracle Field Service Cloud Implementation Program

The client is a leading global satellite communications and technology company that provides multipurpose satellite solutions (government and commercial) for broadband, broadcast, military, and communication use across the Middle East, Africa, Central, South West Asia, and Brazil.

Tech Mahindra worked with the client and successfully implemented the Oracle Field Service Cloud solution.

Features

- Transformation into a performance focussed workforce culture
- Collaboration and connect between field users and back office
- Total knowledge management for the entire field force community

Opportunities

- To establish and implement standardization of the business processes in B/OSS across all existing geographies; and create process models to migrate the future geographies into the same common platform
- Need to introduce a Workforce Management solution in the highly complex and individualistic regional business hubs

Our Solution

- Implementation of Oracle Field Service Cloud
- Identification of gaps between current operations and industry best practices, and delivered a step-by-step process to transform the field force into a performance-focused workforce culture
- Customization for verification of customer order address and actual location during installation
- Automatic update of inventory
- Elimination of manual errors with Barcode scanner to fetch serial numbers automatically
- 4 releases per year (2 major and 2 minor) to enable better communication and training services across all levels of the organization – to achieve successful business transformation

Benefits

- Lowered operating costs due to implementation of SaaS solution
- Improved productivity with time based routing by OFSC
- Highly scalable solution

Highlights

- Managed implementation in each country with common roadmap and processes
- Increased flexibility and quick deployment