

# CASE STUDY: COMMUNICATIONS

Global Field Service Deployment across multiple phases for Telecom Provider

## Business Overview

- Publicly traded company with portfolio of communication and energy companies
- Provide mobile wireless, local exchange, cable TV, and broadband services

## Business Challenge

- Inability to provide status updates to customers. Poor customer service increases CSR calls, raises costs and drives churn.
- Workforce dispatch & scheduling is largely manual with numerous gaps. Higher labor costs are incurred due to scheduling inefficiencies & errors.

## Oracle Solution

- Deployment of Oracle Field Service Cloud being done in waves across Guyana, Bermuda, and Virgin Islands
- Accurately assign and communicate install and repair commitment dates
- KPIs on productivity and improvements to install and repair intervals
- More efficient use of labor will reduce operating cost.

