

# CASE STUDY: COMMUNICATIONS

Increase full visibility of work orders with Oracle Field Service Cloud

## Business Overview

- Telco & ISP (Internet Service Provider)
- Largest independent ISP California

## Business Challenges

- Inefficiencies in Field Tech Scheduling & Assignment
- Lack of visibility from Incident creation to Work Order completion

## Oracle Solution

- Full visibility of work order process
- Reduction of overall travel time
- Increase of work orders completed per FT

**ORACLE**  
FIELD SERVICE  
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