



CASE STUDY

MOBILE REAL-TIME PLANNING FOR FASTER FAULT RESPONSE TIMES



The Cologne-based telecommunications company NetCologne is one of the most successful regional carriers in Germany with roughly 397,600 phone and internet customers, 28,200 cellphone customers, and 186,600 TV customers. Its very own fiber optic cable network consists of some 420,000 kilometers of fiber cable and is one of the most state-of-the-art anywhere in Europe.

NetCologne currently employs around 770 people and boasts an extensive network of stores offering its customers a wide range of technical services – for example landline telephony and cell-phone services, internet and online services, analog and digital TV, communication routes, corporate networks, data services, and tailored telecommunication solutions. Together with FLS VISITOUR the company has now discovered an efficient way to manage its service organization more cost effectively, while providing the services stated in individual service level agreements in a reliable manner and increasing customer satisfaction.

FLS VISITOUR ensures optimum scheduling by incorporating both individually definable parameters and the often complex issues facing service suppliers – for instance multi-part orders, flexible team building, and the scheduling of special vehicles. The software subsequently uses a UMTS to transmit the next order in real time to relevant service engineers who register their current status via mobile end devices. This means FLS VISITOUR always operates with up-to-the-minute data and can optimize schedules within a matter of seconds if faults or rescheduling demand it.

The results

Thanks to mobile real-time planning, the optimized service organization ensures reduced costs, faster fault response times and greater customer satisfaction.



NetCologne

Industry:

Communications Technology

FLS products:

FLS VISITOUR / FLS MOBILE

Requirements:

- Optimized scheduling whilst taking various parameters into account
- Arrangement of valid appointments
- Mobile transmission of order data

Benefits:

- Significant cost savings
- Improved customer service

More information: www.netcologne.de



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