

Ooredoo, the top Telecom Company in Qatar automates their Facility Maintenance and Helpdesk operations across **3000+ GSM sites with**



The Client

Ooredoo is one of the leading mobile telecommunication companies headquartered in Doha, Qatar providing mobile, TV, wireless, wireline, and content services to over 115 million customers worldwide, with operations spanning the Middle East, North Africa, and Southeast Asia.

It is also the first operator globally to launch commercial 5G services in Qatar.

Business Challenge

Ooredoo's engineering team was relying on a legacy system to handle requests and manage escalations that were completely email-based. The maintenance operations across their office buildings & multiple sites were also maintained manually on a standalone windows application which was highly time-consuming and inefficient. Moreover, the absence of mobile application made it challenging for field workers to track and respond to priority helpdesk tickets and resolve them quickly.

To overcome these challenges, Ooredoo wanted to upgrade the existing system and automate all their maintenance operations; track & manage helpdesk requests raised via phone calls & emails from all their sites with strict SLAs to improve performance and reporting standards.

SOLUTION

Ooredoo and Gulf Warehousing Company (GWC) QPSC (Ooredoo's technology partner) along with their third party consultant evaluated many leading products and unanimously chose eFACiLiTY® owing to its simplicity, customization, mobility, and scalability. Ooredoo was fully assured that eFACiLiTY® was the right choice for automating and streamlining the facility management operations across their multiple locations. And considering the scale of extensive experience, SIERRA had in successful implementations for larger organizations across the world, Ooredoo was reassured.

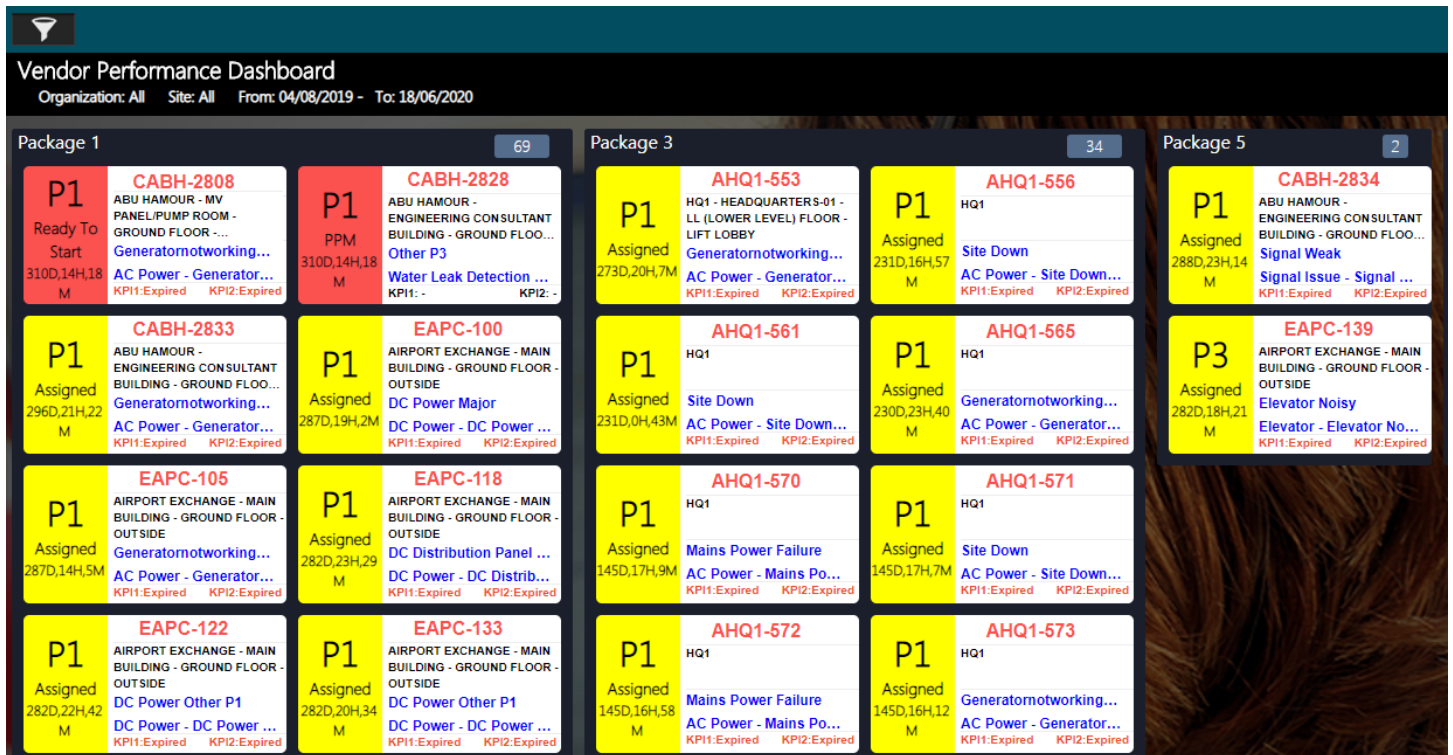
eFACiLiTY® Helpdesk & Knowledgebase System and eFACiLiTY® Enterprise Asset Management Software went live in December 2018 across Ooredoo's 30+ Major sites & 3000+ GSM sites enabling them to provide better helpdesk support and optimize their maintenance operations seamlessly.

Implementation of eFACiLiTY® Enterprise Asset Management Software enabled Ooredoo to set up a centralized system and properly track & manage all their assets present across their multiple locations including telecom assets. It enabled the team to streamline maintenance operations, manage work orders, schedule preventive maintenance for all equipment/assets thereby improving overall efficiency and productivity.

eFACiLiTY® Helpdesk and Knowledgebase implementation provided a new approach for handling requests through a ticketing process that tracked and monitored support tickets from all the sites on a unified platform i.e., centralized helpdesk management.

It enabled the helpdesk team to manage large volumes of service requests and swiftly assign priority calls to field technicians for quick TAT, thereby streamlining helpdesk ticket processing & enhancing user experience.

A specific tickets display screen was built for tracking vendor performance that provided a complete view of tickets raised and resolved with SLAs.

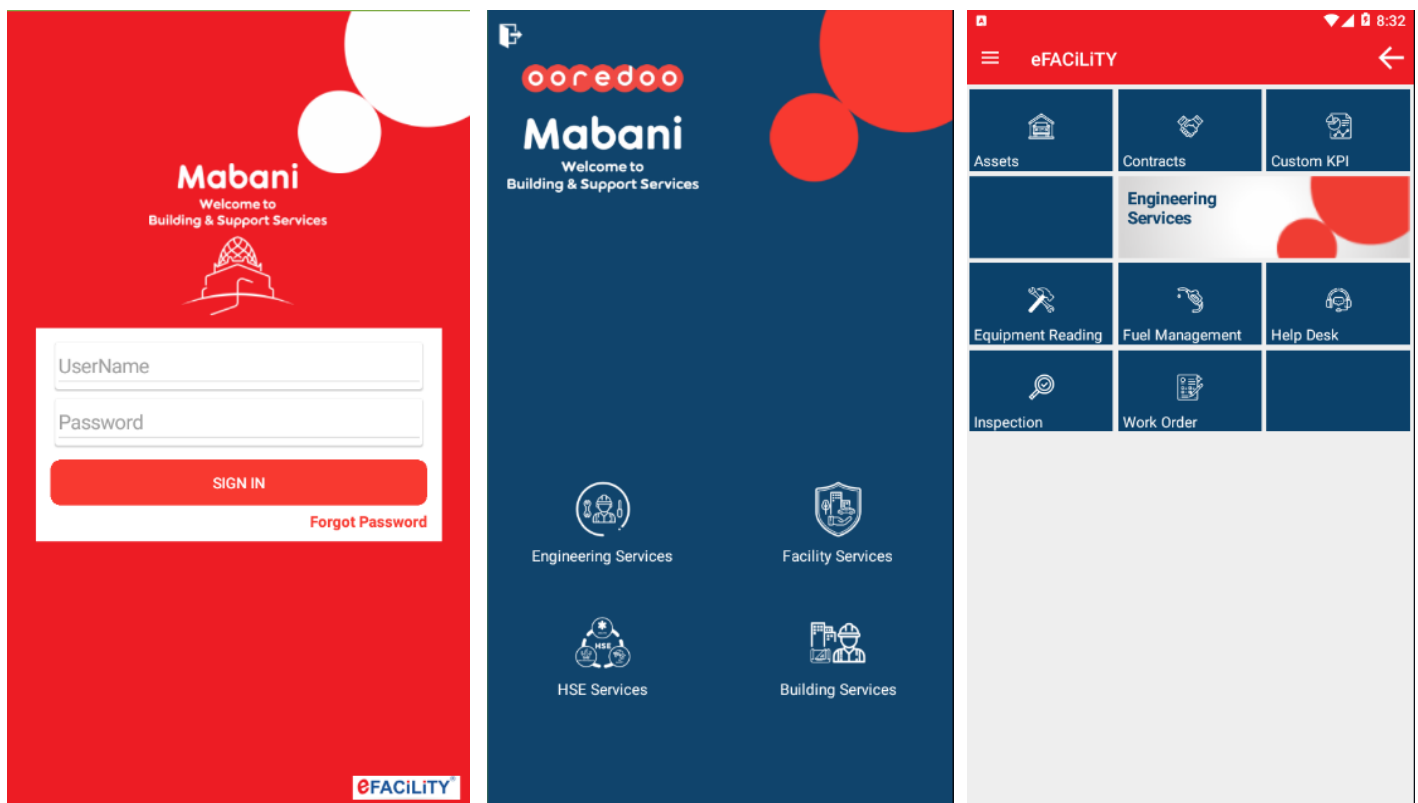


With the eFACiLiTY® Smart Facility App, employees were able to make helpdesk requests easily and technicians were allowed to manage work orders, report needs, validate asset details on-the-move, view asset histories, and resolve support calls on priority.

Apart from the other implementations, eFACiLiTY® also successfully integrated with PSIM, a third-party security management software that identifies equipment faults and raises alarms against which helpdesk calls were raised.

eFACiLiTY® application customizations offered:

- Fuel receipt and transfer operations across all sites
- Multi-level quotation approval workflow
- Centralized store management
- Customized mobile application with Ooredoo branding
- Contractor-wise work order management
- GPS co-ordinates validation to scan QR code/Barcode during work order status change
- Auto-generation of work order for approved quotations
- Work order assignment to the contractor based on the nature of the job



BENEFITS

Ooredoo now has an automated web-based service helpdesk that centralizes all their support requests on a unified platform. Also, the engineering team was relieved from the burden of logging and tracking the helpdesk calls and is now focused on solving high-priority issues. The customized intuitive vendor performance dashboard provides complete statistics allowing the facility managers to easily analyse the performance metrics of different service vendors.

With eFACiLiTY®, Ooredoo also shifted to a more streamlined and robust maintenance module that helped them to automate the scheduling of preventive maintenance policies, track assets, all types of work orders (preventive & breakdown) completion within defined SLAs.

Other benefits include:

- Improved turnaround time for all maintenance activities
- Optimized labour costs
- Complex SLAs (Service Level Management) enforced now resulting in superior vendor management
- Improved quality of maintenance applying GPS verification for remote jobs
- Full mobility achieved with the highly personalized mobile app