

REDUCED OPEX THROUGH OPTIMIZED WORKFORCE MANAGEMENT

## WORKFORCE MANAGEMENT

### BUSINESS CHALLENGE

The skilled workforce of a Communications Service Provider (CSP) is one of its biggest assets. The optimum use of this workforce is becoming more critical as CSPs migrate to 3G networks and wireline operators become converged service providers. Workforce management is proving to be a critical success factor for the rapid monetization of the massive investments CSPs have made in infrastructure. It not only plays a central role during new network deployments but also is fundamental to smooth, ongoing operations.

Day-to-day operations and maintenance of a CSP's network are costly. As CSPs are struggling to handle large numbers of dispatchers and field engineers, avoid operational delays, and prevent churn by improving the customer experience, the need for reliable workforce management solutions has never been more urgent.

NetCracker's Workforce Management (WFM) delivers exceptional value to CSPs by providing full-fledged support for company and partner field forces. Part of NetCracker's TOMS (Telecom Operations and Management Solutions) Suite, this telco-aware, workforce product automatically manages resource skill sets and dispatch capabilities to ensure customer satisfaction, OpEx and CapEx reduction, rapid deployment of

new services, and revenue maximization.

Moreover, given that the primary objective of CSPs is to achieve exceptional end-user service delivery, on-time installation and activation, cost reductions, faster time to market, and increased operational efficiency, any lack of coordination

between customer management and workforce management will create a major stumbling block on the road to optimized service delivery. While streamlined provisioning is essential to any service provider organization, it cannot, by itself, ensure improved end-user satisfaction. Quick installation on



*“ NetCracker is an important partner with proven technology and delivery capabilities. Workforce Management is a natural extension to the solutions they currently provide to our company.”*

Ewen Powell,  
Technology Director, Chorus

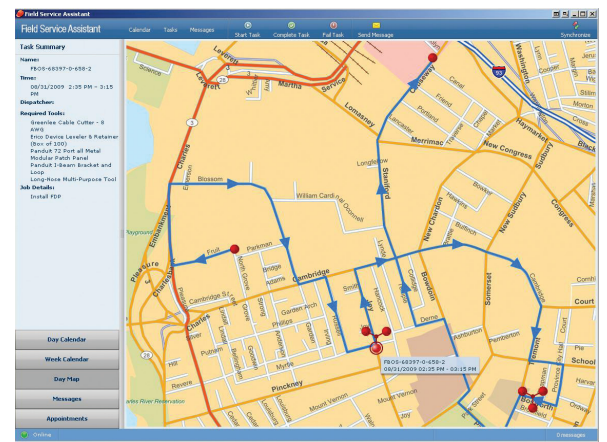
the customer end and up-to-date information in the hands of field engineers are also crucial. In other words, order processing procedures and customer-end operations must always be synchronized with each other through an effective workforce management solution.

NetCracker's WFM, pre-integrated with our TOMS-based Customer Management, Service Fulfillment & Assurance, Resource Management, and Network Management solutions, enables CSPs to enhance end-to-end service delivery quality by bringing together streamlined service provisioning and order status-dependent, customer-end service installation.

# DETAILS

NetCracker's Workforce Management enables CSPs to manage field operations as part of the end-to-end service delivery lifecycle. This elevates the visibility of resource capacity and allows for business process orchestration and performance optimization, ultimately guaranteeing improved operational efficiency and reduced TCO.

Workforce Management uses NetCracker's Business Activity Monitoring capabilities for business performance measurement, resource demand trending, and root cause analysis. This gives CSPs end-to-end visibility into business processes, real-time views, and statistical reports, and also enables them to execute KPI information aggregation and analysis and jeopardy management. NetCracker's Workforce Management includes Workforce Inventory, Work Order Management, Work Planner, and Mobile Client:



## WORKFORCE INVENTORY

Workforce Inventory acts as a central repository of workforce, tools, and supplier information:

- Workforce Database enabling the documentation of human resources, their qualifications, and required tools
- Resource Planner with a project-oriented approach to long-term, geographically dispersed resource planning
- Flexible skills catalog

## WORK PLANNER

Work Planner provides mechanisms for planning and optimizing short- and long-term activities:

- Workforce capacity planning and optimization as well as activity synchronization
- Work schedule analysis and an extensive set of configurable schedule optimization rules
- A powerful GUI for scheduling work activities, a comprehensive integration API, and intelligent business logic

## WORK ORDER MANAGEMENT

Work Order Management enables the storage and management of work order statuses:

- Work order template storage and complex relation and dependency descriptions
- Filling in of available resource pools and dispatching of work orders to appropriate internal and third-party resources
- Consolidated view of work order execution

## MOBILE CLIENT

Mobile Client helps to coordinate field service engineers through integration with handheld devices:

- Close integration with geolocation systems to identify optimum transport routes between locations
- Transfer of ready-to-deliver work orders to parties responsible for carrying out work assignments
- Measurement of field engineer performance dynamics for the evaluation of future assignments

# BUSINESS BENEFITS

NetCracker's Workforce Management delivers exceptional value to CSPs by providing full-fledged support for company and partner field forces. Specific benefits to CSPs include:

- Reduced OpEx through optimized workforce management
- End-to-end visibility across telecom operations
- Improved customer satisfaction with fast, reliable service and the elimination of redundant customer visits
- Optimized planning with reliable forecasts and actionable, just-in-time information
- Controlled workforce performance through the monitoring of work order lifecycle KPIs
- Enhanced efficiency and reduced processing times through the use of Mobile Client to provide up-to-date information
- Greater flexibility in adapting businesses to market and technology growth