

Telcordia Workforce Management

Telcordia Workforce Management is a solution that unifies dispatch centers and field forces into one nimble, efficient operation. Reduce the time and resources devoted to servicing outside and inside plant, and support the full “triple play,” with automated, intelligent information technology and superior Telcordia support.

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Dynamically assign the right technicians for every type of technology and service

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Scale “triple play” deployments with fewer people, less miles, less time, and lower costs

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Exceed customer expectations with exceptional on-time response

► Scheduling, dispatching, and tracking a field force has always been a challenging part of service provider operations and an unavoidable cost of doing business. Now, with all the new and converged services and networks, it is only getting more complex and costly to manage technician logistics, match skills to jobs, and please customers.

That’s why operators need a way to take control of workforce operations. They need information technology that can transform scheduling, and keep personnel, vehicles, and systems in constant touch, so they can do more — better, faster, and cheaper.

TAKE A FRESH APPROACH

Telcordia Workforce Management is a modular, customizable solution with a proven track record. Our solution starts with an operational assessment — spanning work centers, dispatch operations, and systems — that benchmarks current performance and identifies opportunities for improvement. Based on this analysis, recommendations for process improvements and system enhancements are developed.

Suitable to support mobile, wireline, satellite, and converged operators, the solution is currently deployed to successfully manage well over 100,000 technicians globally.

With its open, intelligent information technology and world-class Telcordia support, it is flexible and scalable to manage individual field forces ranging from 2,000 to 40,000 or more technicians. Typical success metrics include:

- Mileage reductions of up to 34%
- Vehicle maintenance savings of up to 20%
- Technician productivity improvements of up to 10%



- Dispatcher-technician ratios improved from 1:18 to 1:36
- Average payback period of 12 to 18 months.

DISCOVER “SMART” AUTOMATION

The central component of our solution is Telcordia® Force, an automated, dynamic appointment scheduling and dispatch system.

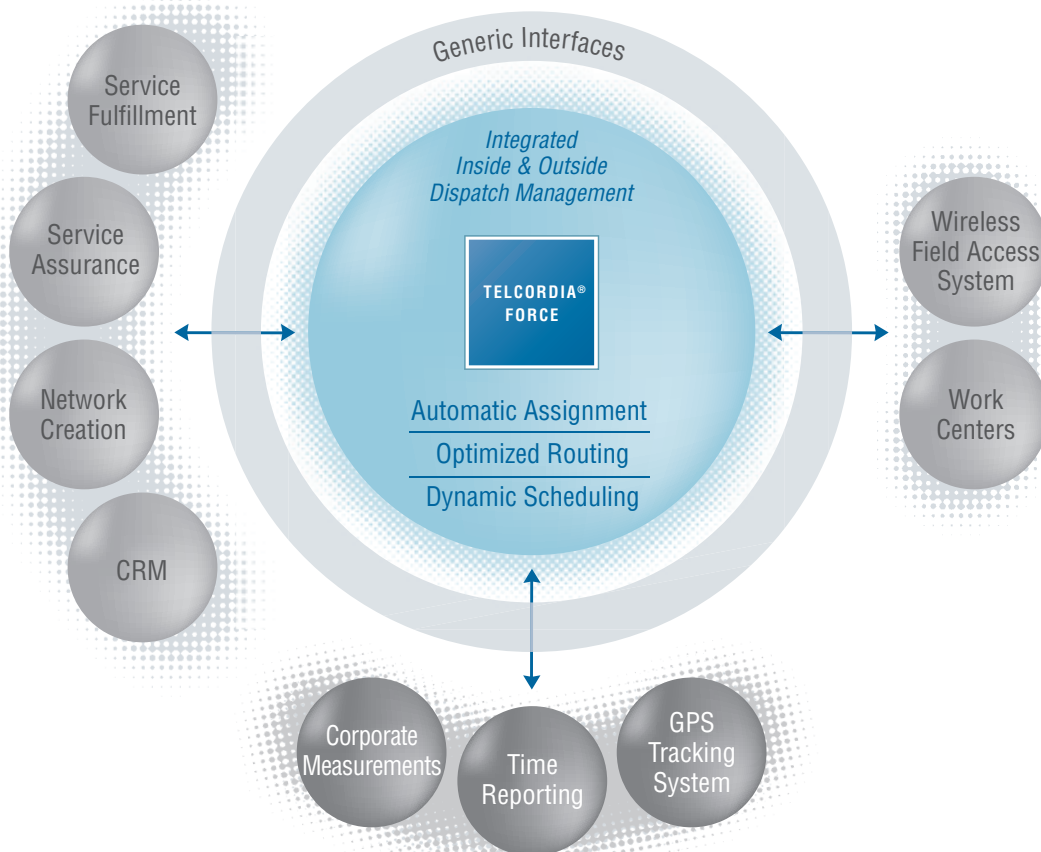
Using a patented Telcordia “smart load” algorithm, the system:

- Assigns and schedules work based on technician skills, availability, and location
- Determines the optimal vehicle route, minimizing travel time and fuel consumption
- Constantly re-evaluates assignments based on changing demands and job completions, notifies technicians of work changes, and issues alerts and pages to inform dispatch centers of unusual events.

Telcordia Force represents a true breakthrough in efficiency — not just speeding response and matching the right resources to the job, but also eliminating the need for multiple dispatch platforms for inside and outside work.

- **GET IT RIGHT**
- With the expertise to solve the world’s most complex communications challenges, Telcordia is known for helping its customers get it right so they can reap the greatest business benefits. Our Workforce Management Suite is part of our broad offering of products and services designed to help you operate more efficiently, drive revenues, and deploy innovative new services.

Integrated Workforce Management



EASE OF USE AND ENHANCED FUNCTIONALITY

This smart functionality is delivered in an easy to use and integrated package that includes:

- Map-based views of vehicle and job locations based on Geographic Information System (GIS) data.
- Support for real-time appointment control during the order negotiation and trouble ticketing processes.
- Support for wireless field access that allows integration with technicians' handheld devices, both laptops and PDAs. This significantly reduces calls to work centers and can add as much as 40 minutes of productivity to a technician's day, by allowing field workers to send and receive messages about job status and changes. It also collects valuable data for later analysis.
- Support for Global Positioning System (GPS) integration that allows for enhanced performance management of vehicles and technicians.
- Generic interfaces that provide easy integration of Telcordia Force with service fulfillment, service assurance, field access, and other applications — which have been utilized by multiple customers to quickly deploy flowthrough processes.

RELAX WITH HANDS-ON TELCORDIA SUPPORT

Our Workforce Management team is one of the most powerful benefits of our solution. With unparalleled knowledge of telecom operations and technologies, our experts are ready to assist with any aspects of consulting, customization, and integration, including: pre-installation planning, systems and process evaluation, solution implementation services and program management, interface development, training, and roll-out.

TURN FIELD OPERATIONS TO YOUR ADVANTAGE

Operators around the world are proving that field force activities do not have to be just “a cost of doing business.” They can deliver measurable business benefits. Contact us to learn how we can help you convert field operations from a resource-hungry function into an efficient operation that makes positive contributions to service assurance and the customer experience.

AT A GLANCE

- Telcordia Workforce Management has the built-in intelligence to let you:
- Significantly improve productivity of dispatchers and technicians
- Reduce travel time and cut vehicle and fuel expenses
- Earn an exceptional on-time record and reduce time to service repair or fulfillment
- Handle all field force oversight with one, integrated Telcordia Force system.



For more information about Telcordia Technologies, contact your local account executive, or you can reach us at:

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