



Digitalization of workforce management



CLIENT PROFILE

A1 Hrvatska is part of A1 Telekom Austria Group owned by America Mobil and strategic partner for Vodafone, a leading provider of digital services and communication solutions in Central and Eastern Europe. The group is providing a converged offer that includes a combination of mobile, fixed, IPTV and ICT services, and is responsible for serving more than 2 mil customers (residential and business).

FACTS AT GLANCE

Solution:

GDi Ensemble W⁴ Scheduler

GDi Ensemble W⁴

GDi Ensemble Identity Provider

GDi Ensemble VIZION Workflow

Industry:

Telecom and Media

Country:

Republic of Croatia



“ Implementation of GDi Ensemble W⁴ Scheduler has helped us digitalize a set of rules that was previously stored in various tables, enabled us to improve workforce utilization and redistribute agents to more demanding tasks. ”

Minja Vukelić, Fixed Access Network Operation and Process Support Manager A1



CLIENT'S BUSINESS GOALS

Business process digitalization in order to:

- Streamline fixed services provisioning processes and fulfilment
- Scale manpower needs accurately and use employees time more efficiently
- Reduce overall man hours
- Improve overall customer experience
- Improve quality of provided services
- Shorten time-to-customer-activation



BENEFITS



Digitalization of rule set for FTTH and HFC technologies



Improved follow-up of work order execution



Better response to delays in work order execution through improved work order overview



Improved customer satisfaction through reduction in activation time



Better use of human resources as implementation of Scheduler enabled workforce redistribution



Optimized use of field visit resources through enforcement of business rules and use of objectives

GDI SOLUTION IMPLEMENTATION

GDi Team implemented a set of solutions within the A1 Croatia digital ecosystem which significantly improved their fulfillment process and workforce management for provisioning FTTH and HFC technologies. Usage of advanced automated assignment engine within the core of GDi Ensemble W⁴ Scheduler enabled A1 to achieve all business goals and relevant KPI's. The solution was developed and implemented using internal GDi competencies and its vast experience within telecom industry.

“With use of GDi Ensemble W⁴ Scheduler we have an improved overview of orders execution thus enabling us to quickly react in case of any delays.”

Krešimir Petrić,
Product Manager A1

