



MobiWork Becomes the Enterprise Mobility Solution for MT

Mauritius Telecom is a leading telecommunications company that started in 1988 with mobile and internet services including telephone, broadband internet, mobile, television... They were the first introduction and development of telecommunications in Mauritius and are at the forefront of innovation in the field of ICT (Information and Communication Technology) services and solutions. With a vision to connect everyone to what is essential to them, they keep Mauritius up-to-date with constant upgrading of its networks and innovative solutions. Mauritius Telecom provides to all Mauritians and all households. They have an impressive 90% market share with 69 offices and 2,300 employees, and about \$300 million in revenues. Emtel is their main competitor, though Mauritius Telecom is still ahead with much more customers (customer base of 1.3 million subscribers).

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- Khalid Kasenally

Industry:

Telecommunications

Regions:

South Africa

Key facts:

- Over \$300 million in annual revenues
- Africa Operator of the Year in 2016 and 2017
- Best Network Improvement 2017
- 2,300 Employees
- 90% market share
- Up to 1,000 work orders per day
- Roughly 500 users

Website:

telecom.mu

Key Challenges: Organization, Managing Poor Connectivity, High Work Order Volume, Large Fleet

The main challenge that they deal with is a way to organize and manage their high number of work orders (close to 1,000 work orders per day) and a large fleet of employees and contractor to perform the work (approximately 500 users), especially

when there is poor connectivity due to weather. Before MobiWork, everything was entered manually instead of being automatically dispatched. The employees used to have to go to an office each day to get their work orders. They would receive an excel list by email that someone created and sent to each employee, which would then need to be printed by each of them. Poor connectivity can occur at any given moment which in itself is an ongoing issue that is continuously being dealt with. People get frustrated when their devices are just slightly slower than normal, so when internet is down, cable is out, there are Wi-Fi connection problems, or whatever the case may be, Mauritius Telecom has no time to waste. They needed a solution that they could trust and be confident about to receive and complete work orders in the most efficient way possible. Cue MobiWork!

Results: Systematic and Structured Workforce, Automated Dispatching, Customer Satisfaction

With MobiWork, all back and forth is eliminated. Being paperless allows for more management of their growing number of customers, work orders, and technicians. There is no need to come to the office to receive work orders; they can see the work orders on their tablets at home or anywhere on the fly, even the night before. This is also helpful because it allows employees to transfer a work order to someone else if they are going to be out for any reason. **“If someone is sick they have the option to reassign work orders to someone else while having breakfast”**. Everything that an employee needs is in one central location with MobiWork. **“It enabled an invaluable amount of automation and innovation.”**

Previously, MT was working with another solution and had a big project in place. It didn't go as planned because that mobile work force solution couldn't provide accurate and useful knowledge to meet their standard, and could not handle the massive amount of work to manage. As a result, they have evaluated many solutions before and were especially selective prior to choosing MobiWork. With MobiWork, the initial project was flawless and extremely successful. **“We have been so successful with our deployments that MobiWork became the platform of choice for all mobility projects and our usage of the software keeps expanding throughout the entire organization.”** said Khalid Kasenally.

Given the high volume of work orders and the large number of employees and contractors to manage, MT used MobiWork's automated dispatching capabilities to make it effortless and optimized. CRM workorders / request go directly into MobiWork where they are **automatically dispatched** on the field. The technician uses MobiWork to view the workorder on their tablets out in the field and receive all the information they need to resolve the problem, anywhere and at any time. In their MobiWork app they have a link where they are able to see real life information about the situation on-hand as well as a fully integrated solution that updates MT back-end software.

There used to be a lot of waiting when it came to the process of completing a work order, but now it is remarkably efficient. **“MobiWork is quick; it takes but a few clicks to get the work done.”** They are now capable of completing a high volume of work orders per day at about 900 with that number going above 1,000 during a rainy season. As of right now, 400

employees are using MobiWork on tablets and 50 employees are using PC devices. Everyone finds MobiWork to be straightforward and they are satisfied using it. It is improving the system continuously. Contractors use it manually to some extent, but in the future they will be using tablets as well. **“MobiWork is very important to us because it provides both innovative and streamlined implementations to our work.”** Customers even notice the positive effects of MobiWork. They are **“very impressed with the use of the technology”**, and they are able to complete a satisfaction form that both management and technicians can review for improvement.

The main improvement is the overall efficiency of work. It's simple: **“the employees get everything straight away on the tablet and are able to work better and resolve problems quicker.”** Wasted time isn't in the cards anymore and full visibility is on the table. **“Projects are finishing at a rate three times faster than before”**, finalizing a fold in one day instead of three now.

“With Mauritius Telecom being a successful one-stop solution provider, they need an equally successful one-stop mobile workforce software solution provider to keep up with them.” Moving forward, MT plans on expanding usage of the solution across the entire organization and more than likely offering it to their enterprise subscribers.