

suretek

A Cost Reduction and Effective
Solution



EFFECTIVE WORKFORCE MANAGEMENT

INTRODUCING

suretek is a mobile workforce platform with proven high return on investment which daily handles thousands of installs and trouble tickets.

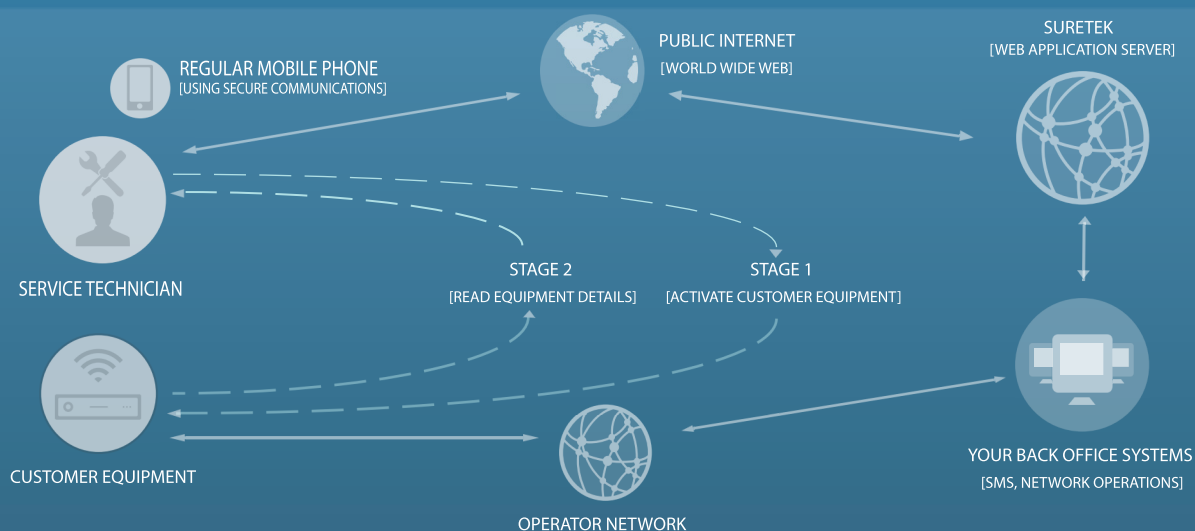
It uses the portability and usability of a regular mobile phone to access your back office systems – without requiring expensive ruggedised handsets. You can enable technicians to manage in real-time subscriber equipment installs and the resolution of trouble tickets more cost-effectively in the field, leading to a significantly reduced workload for dispatch department personnel.

The modular application can be customised, easily implemented on any standard application server and rapidly deployed to the field into any business operation involved in the provisioning or activation of CPE (Customer Premise Equipment).

If you are a Communications Services Provider looking to manage the cost of your field operations, or to engage with your subscribers more effectively, **suretek** is a functionally rich, well structured and easy-to-use platform that will help you orchestrate your provisioning or activation needs.

Simply put, the **suretek** platform allows any field technician with a mobile phone to obtain secure and real-time communication with the SMS (Subscriber Management System) and any network operator's systems.

ACTIVATION EXAMPLE: TYPICAL SCENARIO OF suretek ACTIVATING AND MEASURING CUSTOMER EQUIPMENT



BUSINESS BENEFITS

No special equipment

The service technician uses their own mobile phone with internet browsing capabilities to communicate with your back office systems. Capital purchase of expensive specialised hand held equipment is eliminated.

Cut dispatch department activity

Since the service technician interacts directly with your back office applications the need to involve dispatch department staff reduces significantly, providing you with substantial cost savings.

Quicker fulfilment

Being able to complete a job quicker allows more efficient use of service technician resource.

Right first time

The quality of installations and trouble ticket resolution is significantly improved by real time signal quality measurements leading directly to a positive opinion of your organisation.

Immediate field data

Back office systems are updated in real-time from the field ensuring greater transparency for management and improved financial governance.

Enterprise strength

Simply put, Zentive's reputation is built on providing enterprise strength software platforms to tier 1 Communication Services Provider's worldwide.

FEATURES

Delivery of information to the service technician is tailored for the mobile phone screen with data entry optimisation techniques employed for ease of use.

Up to date subscriber information can be passed to the service technician. During and after equipment install or replacement the technician is able to transmit to the back office systems, all without the intervention of dispatch staff.

Install and activate new CPE for broadband, telephone and digital TV – capture equipment details and wiring details – automatic activation.

Trouble ticket fulfilment including the ability to handle equipment swap and enter fault and solution codes.

Real-time measurement of CPE signal levels while service technician on-site ensures the highest level of quality of service is maintained.

All communication benefits from the security afforded by SSL so that you have peace of mind that your valuable data is safe.

An optional web service interface is available that allows programmatic access to **suretek** functionality by any of your third party applications.

F.A.Q.

How easy is it for my Service Technicians to use suretek?

The service technician's familiarity with the operation of their own mobile phone together with screen optimised presentation of information makes it very easy to learn to use **suretek**.

What happens if the Service Technician needs to talk to the Dispatch Department support?

This is easy. Make a regular voice call from within the **suretek** application.

How do I get visibility of the Service Technician activity?

Transaction activity is logged for management reporting.

How is suretek planned to change?

New functionality is being added to the platform all the time. Specific enhancement items are based around trouble tickets and management of daily task schedules.

CASE STUDY OUTLINE

Major European Cable MSO required 30% cost and efficiency savings across its dispatch organisation.

Mandatory roll-out of suretek to all 30+ Installer companies (300 Technicians).

No hardware cost impact because of use of regular mobile phones.

Digital TV and Broadband installs increased from 400/day to current level of 1200/day with no increase in dispatch department size.

Trouble Ticket calls to the dispatch department reduced by 1000 calls/day.

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