

The Challenge

Comm-Works is a renowned provider of IT services and network installation for hundreds of businesses across the United States. The company was facing a serious project fulfillment and service level agreement (SLA) management problem.

In particular Comm-Works struggled to adequately cover rural and low population areas in terms of repairs and network installs or installations, because of inconsistencies when assigning and managing projects. This was coupled with logistical issues of acquiring the appropriate technician to handle a project because of faulty scheduling and coordination systems.

The company also faced a problem on the technical side, with under qualified technicians performing subpar installations and repairs because of unprofessional attitude and missing or faulty equipment. All of these problems led to a significant loss of revenue for Comm-Works. Clients and customers began to look for other partners as the company looked to solve the problem because it did not want to gain a reputation of having incompetent technicians.

Our Approach

Before approaching us, Comm-Works tried to rectify the problems by blocking technicians that the company had to babysit and charging low rates to clients in an effort to maintain contracts. The company also went over the details of each project with the relevant technician to ensure that the requirements were met. However, the problems persisted.

With our expertise, Comm-Works was able to get back on track and fulfill Service Level Agreements. The first step we took was to hire smart technicians that had a proven track record and right skill set in the industry. In addition, we conducted training meetings with the technicians before accepting any project while scheduling sessions for them to learn about upcoming industry trends and capitalize on them for greater efficiency and results.

We also integrated real-time tracking software to allow Comm-Works customers to see real-time data and overall progress of the project. To fulfill customer expectations, our company helped hire experienced field technicians who provided the same quality of service to all clients. Our dispatchers and internal representatives partnered with the Comm-Works team to assist in managing field service workflow.

Among the steps we took to help Comm-Works efficiently fulfill rural and low population are Service Level Agreements were:

- 1. Acquire backhaul for wholesale connection during network installation**
- 2. Set up point of presence (PoP) for rural and low population area network connection**
- 3. Limited travel expense that CommWorks would otherwise have had to consume**

Finally, we realized that a core reason for our client's problems was the disconnect between the client and the technicians in the field. As such, we helped bridge the gap between Comm-Works and its field technicians to foster an integrative and efficient work environment.

The Result

Thanks to our efforts and assistance, Comm-Works began to meet customer Service Level Agreements and customer infrastructure downtime was reduced significantly. Comm-Works was able to outperform its competitors thanks to the implementation of a more seamless and efficient coordination and scheduling system. Finally, Comm-Works was able to reach rural and low population areas with more ease and better efficiency, all while reducing its own costs significantly.