

The Service Management Overhaul at CommTel

Overview

As CommTel supports a diverse customer base, it faced increasing pressure to modernize its service management processes. The legacy tools in place were no longer sufficient to support multi-location operations. Recognizing the need for a unified and flexible solution, CommTel embarked on a search for a new service management platform that could enhance efficiency and deliver a superior customer experience.

Challenges

Before implementing a new service management solution, CommTel faced significant hurdles in maintaining consistent service delivery across its expanding international footprint. The legacy systems in place were outdated and struggled to support operations effectively across a network of diverse locations, from Australia to the UK. The existing service management tool required multiple separate instances, leading to operational silos and making it difficult for teams to coordinate efforts and deliver a seamless experience to customers.

In addition to this, the use of disparate tools resulted in disjointed processes and fragmented reporting. Case handling was inefficient, as the lack of integration between systems meant that data was scattered, making it challenging to get a clear overview of support activities. This disjointed setup complicated the task of tracking customer requests.

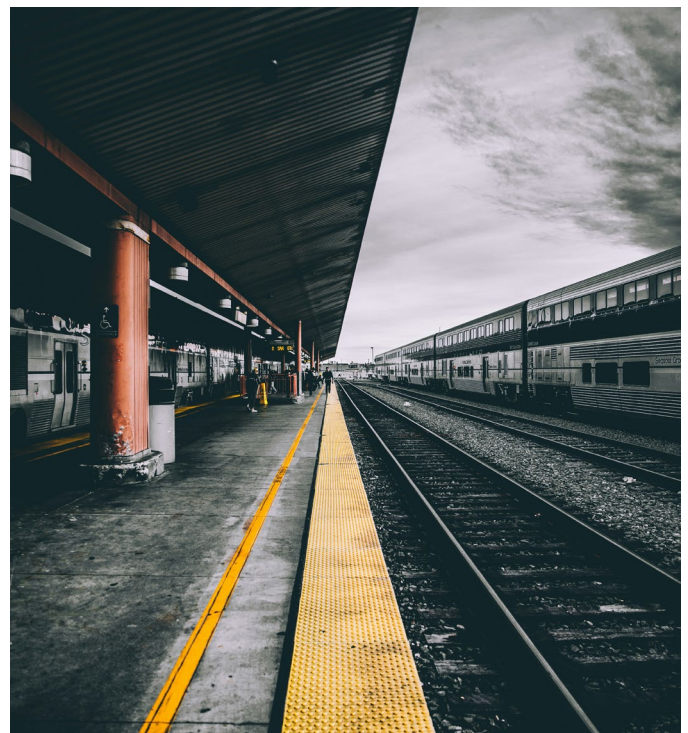
As the company continued to expand its services, the limitations of the existing tools became increasingly evident. CommTel needed a more flexible solution capable of accommodating evolving service processes and integrating seamlessly with their expanding operational needs. Additionally, the company recognized the need for a unified system that could eventually support a streamlined Return Merchandise Authorization (RMA) process.

About commtel

CommTel Network Solutions (CommTel) is a leading network solutions provider. Founded in Melbourne, CommTel has been operational for over 25 years and has expanded its workforce to approximately 150 employees. Having already delivered over AUD\$ 650 million of projects globally, its customer base spans several industries, with a strong focus on rail and mining clients in Western Australia. CommTel was recently acquired by GenusPlus Group, a specialist power solutions provider in Australia.

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commtel



Without a scalable and adaptable platform, CommTel was prompted to seek a comprehensive service management solution to address these challenges.

Solution

After conducting an extensive evaluation of 27 potential solutions, CommTel chose IFS assyst for its robust capabilities and comprehensive service management features. The selection process was thorough, as the company needed a solution that could meet its complex requirements and provide a more cohesive approach to managing support operations.

IFS assyst offered a centralized platform that unified all support functions within a single tool, significantly improving visibility and control across the organization. With this integrated approach, CommTel was able to consolidate its previously fragmented processes, enabling support teams to operate more efficiently and gain a clearer overview of case activities.

Another critical feature that set IFS assyst apart was its ability to display multiple views on a single interface. This functionality was highly valued by CommTel, as it enhanced the user experience by allowing support staff to easily switch between different case types or view multiple streams of information simultaneously. The intuitive interface made it simpler for teams to access the data they needed, reducing the time spent navigating between screens and improving overall productivity.

Flexibility and customization were also significant advantages of IFS assyst. The platform's adaptability allowed CommTel to tailor the tool to fit its specific needs, including the ability to add custom process stages. This capability became particularly valuable when the company decided to incorporate a formal RMA process into its operations.

The switch to centralized support provided improved responsiveness, better resource allocation, and a more unified framework for case management, ultimately enhancing the efficiency of their service delivery.

Results

Since implementing IFS assyst, CommTel has experienced several notable improvements that have enhanced both internal operations and customer service delivery. One of the most significant outcomes has been the boost in customer engagement and satisfaction, largely due to the introduction of a dedicated customer portal. This new feature allows users to log in, raise support cases, and monitor their progress in real time. By offering multiple channels for customers to get in touch, CommTel has been able to meet diverse client preferences, ensuring that issues are communicated effectively and resolved more efficiently.

“The ability for customers to log in and see the status of their cases has been a game changer, especially for the younger, more tech-savvy users. It's provided a level of transparency we didn't have before.”

Paul Kean, Support Manager, CommTel





Another major benefit has been the enhancement of reporting capabilities. Before adopting IFS assyst, the reporting process was labor-intensive and time-consuming, often requiring extensive manual effort to compile comprehensive reports. Alongside a Power BI integration, management can now access detailed, real-time insights with just a few clicks.

This streamlined reporting process has not only reduced the time needed to generate reports but also improved the accuracy and clarity of the data presented. As a result, decision-makers are better equipped with the information they need to drive strategic initiatives and make informed choices.

By consolidating the RMA process within IFS assyst, CommTel has simplified case handling, allowing support teams to manage repair requests seamlessly. This consolidation has reduced the complexity of the process, enhanced service consistency, and provided customers with a more streamlined and reliable experience when dealing with product repairs.

The combination of these improvements, alongside CommTel's ongoing commitment to swiftly addressing urgent issues, has resulted in sustained strong customer satisfaction. The enhanced capabilities of IFS assyst have enabled the company to refine its service delivery processes, ensuring a higher level of responsiveness and efficiency in handling support cases.

“It's been nearly five years since we implemented this, and it's handled our evolving needs well. The flexibility and ease of adding new features have made a significant difference in how we manage our support processes.”

Paul Kean, Support Manager, CommTel

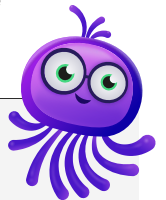
This transformation has strengthened CommTel's ability to meet the evolving needs of its customers.

Looking Ahead

CommTel has ambitious plans to further enhance its service management capabilities by upgrading to the latest version of IFS assyst. The company is also exploring a transition to a cloud-based deployment, a move designed to better support its expanding geographical footprint. This change is expected to streamline the experience for remote users, enhance collaboration, and ultimately increase the speed and efficiency of service delivery.

In parallel with this upgrade, CommTel is reevaluating its Configuration Management Database (CMDB) structure to better meet evolving business requirements. The existing configuration was largely inherited from the legacy system and has served its purpose during initial implementation. By revisiting and restructuring the CMDB, CommTel aims to improve its ability to identify specific units during support cases, reducing ambiguity and enhancing the efficiency of case resolution. This effort will not only refine asset management but also set the stage for smoother integration of new capabilities in the future.

Finally, CommTel remains committed to fully realizing the potential of IFS assyst. Following its recent acquisition by GenusPlus Group, CommTel anticipates new opportunities to integrate its service management processes within a larger corporate framework. The focus will be on maximizing the platform's capabilities to support a broader range of service needs. This strategy reflects the company's proactive approach to staying ahead of industry trends and ensuring that it can meet the dynamic requirements of its customer base. Through these forward-looking initiatives, CommTel is positioning itself for sustained success and continued excellence in service delivery.



About IFS assyst

Our goal is to graduate teammates from mere operational slaves to transformative change-agents. Giving them back the time and energy needed to build the future. Automation looks after the routine work that happens every day so your people can progress the projects that really matter.

Less routine, more creativity.

Simple automation is the key to this change.
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