



mauritius telecom

MobiWork Becomes the Enterprise Mobility Solution for Mauritius Telecom

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.

“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.”

- Khalid Kasenally, Project Management Office

Industry:

Telecommunications

Key facts:

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

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 contractors to perform the work (approximately 500 users). 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

and people get frustrated when their devices are just slightly slower than normal, so when internet is down, cable is out, or Wi-Fi connection problems, 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 Operations, 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.”**

MT has evaluated many solutions before and were especially selective due to their stringent requirements. 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.

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 **“projects at a rate three times faster than before”**. Everyone finds MobiWork to be straightforward and they are satisfied using it. It is improving the system continuously. **“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.

“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.