





CASE STUDY



Systems Solution for Fixed
Access Network Unit

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ABOUT US

KaapiSoft is a growing team of specialist software programmers and developers with a strong experience in developing applications and system solutions across a wide range of business sectors and commercial applications.

Our speciality is delivering software solutions to customers who are in need of outsourcing a particular aspect of their IT in a cost-effective manner.

We can deliver Bespoke solutions to your business including developing rich client applications, database management systems, systems integration and e-commerce solutions among many others.

01

WE UNDERSTAND THE SPECIFIC & DELIVER THE PARTICULAR



CASE OVERVIEW

GO plc is a leading telecommunications service provider on the islands

The company tasked KaapiSoft in providing a solution to their Fixed Access Network Department which is the business unit responsible for the development of Go's telephone and internet infrastructure.

Among other roles and responsibilities, the Fixed Access Network department has ownership of the company's external inventory and stock and it staffs a personnel of around 80 people from field technicians to engineers.

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THE PROCESS & WORKFLOW

Issuing of Work Requests

The department issues work requests to contractors to carry out work for installing network hardware

Task Assignment & Management

A task is assigned to a contractor with project/task timelines. Then update work requests according to the progress of the task. All this is done manually through Excel sheets

Supervision & Approval

Supervisors have to monitor work progress and then approve it or reject it. At the same time they need to give and get updates of the stock and hardware inventory



THE PROBLEM

01. The Fixed Access Network Department held sub-optimal processes and workflows that consisted in maintaining data records of the work requests and approval, updates, and inventory management in multiple excel sheets and other software systems.

02. There was a high amount of data replication which brought with it a high risk of losing its integrity.

03. There was also a substantial overhead in operational & organizational processes. The lack of systems and data integration between business units incurred resource and communication inefficiencies.

04. Another problem that presented itself due to the way the processes and workflows were setup was a lack of visibility - managers could not have an overview or 360 degree view of the inventory, resources and other data points at any time.

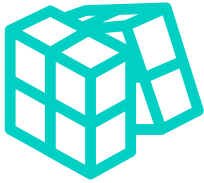
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THE APPROACH

To tackle the issues and propose a solution that would offer Go Plc an integrated data management system and streamlined workflow for its department, we worked in careful steps and hand-in-hand with the client to ensure the best output in terms of both technology and operations.

- 01** We first understood thoroughly the current processes involved and how data is managed
- 02** We offered a new Data Model that we presented and explained to the client
- 03** Visual 'Mock Ups' helped the customer get a clear overview of solution offered before deployment
- 04** Regular milestones were setup with client where the system was monitored and tested
- 05** The system was then developed and implemented with a smooth handing over to GO's internal IT team



THE SOLUTION

Smart System Interface

The system provides a double screen - one screen to view list of all tasks and another to view details of the work request.

Intelligent Process Automation

The system automatically populates a 3rd party calendar system as well as automatically updating stock in real time, every time a work request has been approved or completed.

Email notifications are triggered during certain stages of the process to keep management personnel updated of the progress.

Robust Audit & Security

All data input and editing is audited and user management allows only specific designated personnel to alter edit or modify the data files.

THE OUTCOMES

- 01** The software solution drastically improved key operational and business processes in the department and resolved all issues addressed - data integrity, consolidation of data management and a more streamlined workflow.
- 02** Efficiency increased as time and complexity were reduced in handling, updating and approving work requests.
- 03** Data integrity was safeguarded due to a more centralised and streamlined data flow with less disconnected Excel and data files.
- 04** Team performance and internal communication together were achieved.



CLIENT TESTIMONIAL

KaapiSoft quickly understood the nature of the problem we were facing in our day to day operations. Once we were clear on the goals, we adopted a weekly, open communication project setup, taking an incremental development approach that ensured Kaapisoft quickly delivered what we needed, reducing definition time and a quick product delivery.

The solution delivered is user friendly, was easy to introduce into existing processes and is set to improve our efficiency.

Steven Sargent

Senior Manager Fixed Access Networks