

Case Study

Qualcom Systems - Field Engineer Solution



Company Profile

Qualcom Systems was founded in 1995 to provide the Irish Corporate Market with the most comprehensive and complete local and national Network Solution service available. Qualcom has experienced rapid growth by providing a high quality service to a prestigious customer base. Qualcom can offer a complete countrywide IT infrastructure management service, enabling customers to focus on the core business while Qualcom keep their IT system running at maximum operating efficiency.

The Challenge

To monitor and evaluate staff productivity, cut down on phone communication, which involved time spent liaising with technical staff. Another challenge was to cut down on paper based queries and become more technologically efficient.

The Solution

Field service representatives or engineers at Qualcom can now track their work status or progress online with a new O₂ application via their handheld devices (Xda II). The O₂ mobile solution developed by its partner Advanced Field Solutions also allows engineers to schedule new jobs out-of-the-office and it removes all paper from the service process.

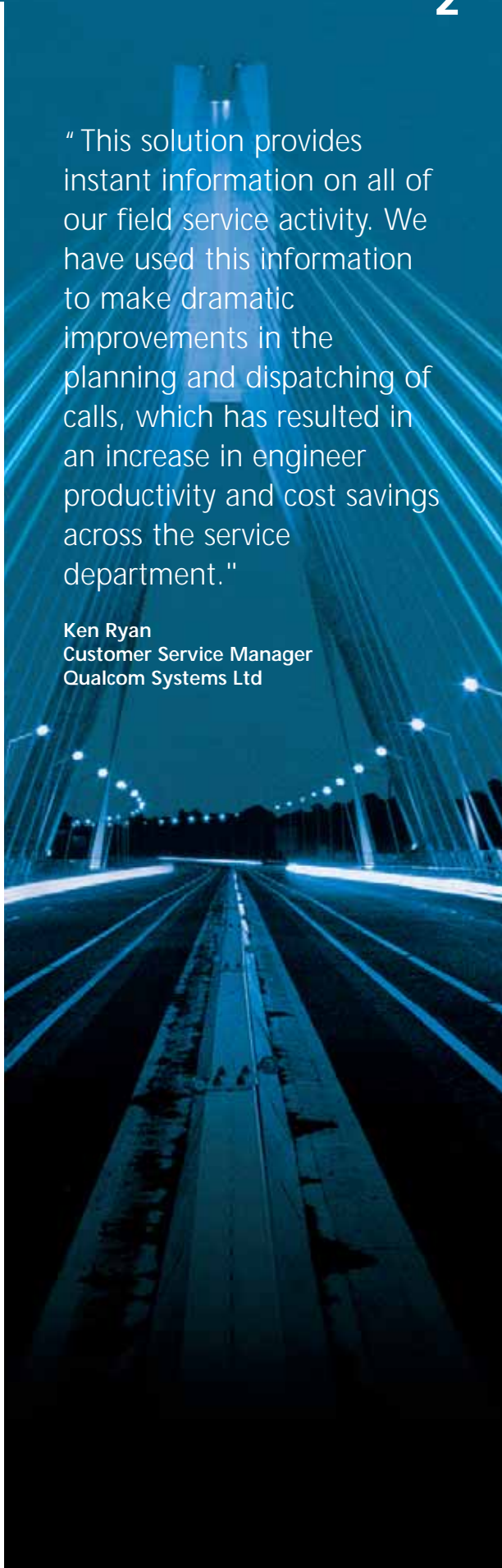
The Benefits

- Staff productivity is increased significantly and information occurs in real-time.
- Qualcom engineers save travel time as there's no need to return to the office to find out the status of a job.
- The solution offers the ability to invoice as soon as a signature is captured and received instantly at our head office.

For more information on business solutions from O₂, go to www.o2.ie/business and select Services.

About Advanced Field Solutions

Based in Sandyford, Dublin, Advanced Field Solutions are the only company that have been accredited as a global strategic partner with Microsoft. Delivering mobility solutions to field-based service workers since early 2000 they are now the market leaders in Ireland with their web based service solution that exploits the latest communication and programming technologies.



" This solution provides instant information on all of our field service activity. We have used this information to make dramatic improvements in the planning and dispatching of calls, which has resulted in an increase in engineer productivity and cost savings across the service department."

Ken Ryan
Customer Service Manager
Qualcom Systems Ltd