

From stagnant resolutions to splendid operations with **FieldOn Solutions**



About Railtel

RailTel Corporation of India Ltd. was incorporated in September 2000 as an enterprise of the Government of India. RailTel has a strong presence nationwide and offering ingenious services to the Indian Telecom market.

RailTel started providing the free public Wi-Fi service at Indian railway stations with the vision of encouraging digital inclusion in one of the promising industries. Undoubtedly, it is committed towards revolutionizing telecom sector with integrated technological advancements.

The pioneer project of providing free wi-fi connection at the Mumbai Central Railway Station by RailTel has once again laid the foundation of it being a market leader in this triumphant journey.

The Challenges:

Ineffective Communication and Extended Resolution Times

RailTel has played an instrumental role in providing easy and low-cost availability of smartphones in the market coupled with free wi-fi at railway stations. It is all set to integrate entertainment options by introducing content on demand (“CoD”) in railway sector. This unique feature will be available in all premium/express/mail and suburban trains of the Indian Railways.

Due to their experience and expertise in handling and undertaking telecom and ICT projects, the Government of India has entrusted them to implement some paramount projects across the nation.

However, these projects are supervised at regional levels. The delegation of work by the central team to the regional poses a plethora of challenges. It becomes the prime cause of an impediment in the resolutions. These settlements are also taken up by the third party contractors and if they cease to meet the service level agreements, it may befall penalties. The substantial challenges faced by RailTel in communicating with its regional teams and third party contractors are:-



Inability to associate teams

The crucial problem encountered by RailTel was recognizing a capable regional team to implement the projects or resolve a specific problem in the area. It became tedious to discover incident locations and assign appropriate routes for navigation.



Obstacles in Communication

Even teams that had worked in conjunction for years, faced challenges on knowledge transfer. They had to face communication barriers in reporting the incident to field engineers coinciding with the calculations based on distance and load.



Absence of Supervision

The prospect of having and supporting a regional team was supplemented with monitoring and evaluating performance. The central teams were impuisant, due to scarcity of status updates. This led to delayed communication with the central teams on advancement of the grievance redressal.

These stumbling blocks lead to the accumulation of support tickets and customer outrage.

Increasing Resolution Efficiency with FieldOn WFM Solutions

To preserve its flair and market share, Railtel decided to work with FieldOn to diminish the time taken to settle disputes and eliminate communication barriers.

FieldOn eases the process of digital data collection through automated processes and sending data to enterprise systems. It also aims at collecting, exchanging & storing information using a single digital channel.

FieldOn Workforce Management Solutions (WFM) in alliance with HP Service Max Solution assisted Railtel in developing swift response time through their field support application. This ensured that all the members in the system are apprised about the developments. Ultimately the resolution time slumped, significantly.

Communicate, Resolve and Proceed:

The FieldOn Mantra for Railtel

FieldOn implemented the following effective strategies:



Automated Process:

The FieldOn solution made certain that the whereabouts of the incident and the position of the crew is discernible to the regional and central teams. Ticket assignments were automated based on the location.



Rapid Reporting:

An escalation mechanism was embellished to certify that in troublesome areas, where no competent action was taken, the reporting manager was instantly reported.



Systematic Communication:

All the requisite information was communicated through a secured chat platform that was accessible to all concerned stakeholders and the tickets could seek the assistance of the relevant teams.



Pictorial Proofs:

The on-field executive was navigated to the incident location with directions and map guidance. A picture of the work done was sent to the central teams before and after the work has been accomplished. This served as evidence of the work done.



Map-Based Screening:

FieldOn also developed a map-based view for the central and regional teams with colour-coded visualization to give a single screen view of the jobs at hand.

The Final Outcome: Resolved Grievances and Rapid Growth

After using FieldOn's flexible WFM solutions it became easier for RailTel to manage its workforce and helped the company to navigate the challenges of today's business environment. It empowers all levels of the organisation with tools and capabilities designed specifically to provide an engaging experience for central leaders, managers, and workers.

Subsequently, Railtel was able to reap the following benefits after using FieldOn's services:



Reduced Resolution Time:

It alleviated the resolution times. A diligent and hardworking team is imperative for exceeding customer expectations, but ensuring that team has the right strategy and tools to deliver it is vital.



Efficacious Communication:

The communication overheads were terminated and subsequently resulted in the brisk transmission of information and a productive organisational hierarchy.



Improved Evaluation Process:

The proof of work in the form of pictures expedited the evaluation process which ultimately helped build a trust system and a proficient team.



Instantaneous Information:

As the central team had real-time information from the field, it led to reduction of the extreme pressure that had been put on Railtel due to resolution times and fragmented communication.



Facilitated Reviewing Reports:

With reports of the work done, it became easier to formulate strategies for upcoming projects and get a fix on the supremacies and ineffectiveness.



Roster Administration:

Fieldon WFM Solutions also spiralled the process of preparation of a roster. This guarantees that engineers are present at all locations at all times and the customers receive meteoric redressals.

Conclusion:

FieldOn's WFM Solutions, helped Railtel to work with perfect business alternatives and apply refined implementations. The meticulously developed technology offers for the process of effortless strategic planning.

FieldOn's Workforce Management Solutions give leaders a way to easily manage daily tasks. The WFM Solutions help you in the easy transmission of information across the enterprise, chat support system, easily route your problematic areas and grievance tickets to closest teams. You can also receive, review, approve and reject completed work. FieldOn works with you to identify the best solutions that will benefit your business today while paving the way to a better tomorrow. **Everything FieldOn does is designed to support you in reaching your goals. So, what are you waiting for?**

Book a demo and escalate your business success!

Start Your 60 Days Free Trial



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