

## **Customer Need**

A Greek Telco provider needed a Best of Breed solution in order to fully support the assignment of Work Orders and Scheduled Construction activities of new Generation network.

## **Offered Solution**

Maximo is a comprehensive enterprise service, workforce and asset management system managing assets on a common platform in asset-intensive industries. It offers "built in" complete functionality, mobile access, out-of-the box mapping and analytical insight.

Maximo allows organizations to share and enforce best practices, resources and personnel. It includes six integrated management modules in an enhanced service-oriented architecture.

Application Licenses, implementation, integration and support services for Work force Management activities were the deliverables of this project

## **Business Benefit**

Manage both planned and unplanned work activities

Define service offerings, establish service level agreements (SLAs), more proactively monitor service level delivery and implement escalation procedures.

Integration with Wholesale Order Management