

E-Services Appointment Tool



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Case Study for Major Telco in Belgium

Business situation

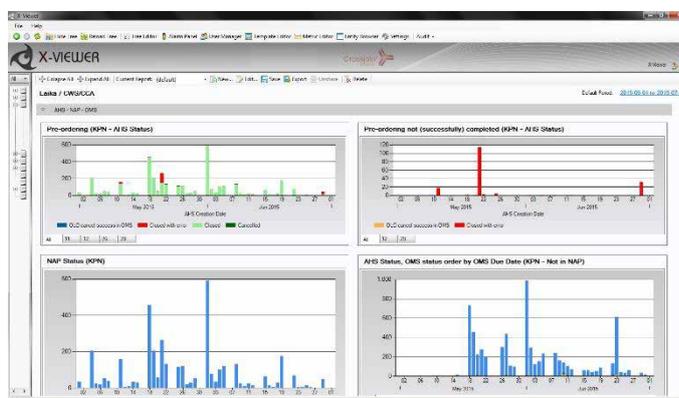
An operational reporting solution was urgently required because, with the implementation of e-Services Appointment Tool reporting, complete current AHS and executed operations monitoring was necessary.

The need was to determine the root cover of a problem, in order to minimize the manual work in order processing.

- **The situation:**
 - The need of an identification of large number of orders process;
 - Working together with another tool, side by side, providing better information on inconsistencies and discrepancy between states analysis.
- **Challenge:**
 - Time to deliver;
 - Starting with unclear specifications;
 - The achievement - The process to success working with a big corporation;
 - The process in summarizing the business and requests only trough paper scratch.

Solution

To the challenge presented by the client, Crossjoin Solutions answered trough the use of Crossviewer (also known as X-VIEWER) to deliver the power of an Operational Data Store that overcomes traditional monitoring limitations. By seamlessly integrating Data Sources from across Client's organization, Crossviewer significantly reduced the effort required to identify and prevent rising issues.

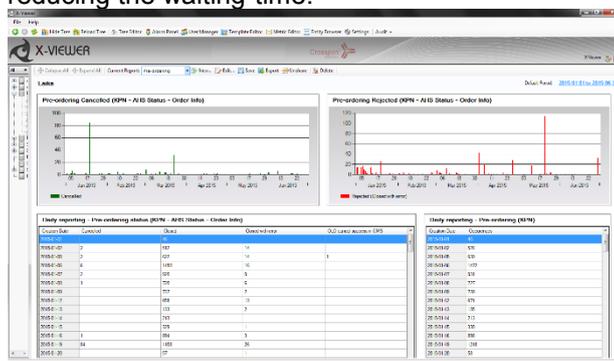
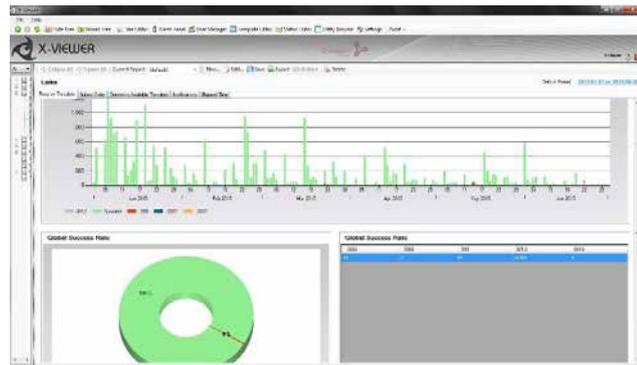


Benefits

Crossviewer is now helping to provide the right information, to the right persons in the right time, and is actually assisting the client in the pre-order status determination, which was previously challenging because of inconsistencies and discrepancy between states (through OMS and NAP).

Crossviewer Added Value:

- Made possible the accelerated creation of part of the Management Reporting based on the data analysis, especially for the pre-order section.
- Helped to provide real-time reports to management, in terms of organization, alignment and focus on solutions instead in problems, has become a key element in the decision making process for production.
- Crossviewer started within days to display new business results, and was integrated in the existing structure model in a general way, revealing it to be an Open Solution on integration, showing performance test results used in operational levels.
- Also detects issues and problems, with flexibility, adapting to all kinds of new sources of information, allowing the improvement and optimization of applications performance and reducing the waiting-time.



- Allows a complete drill-down from the business perspective to low-level events, showing successfully all the interactions between HS and the Sub-system, such as problems and error codes in detail.
- Crossviewer is helping the client in the communication between different teams

when there is an interaction between the systems.

The Client's satisfaction was achieved with Simplicity and Quality.

Products and services used

- X-Viewer™
- Crossjoin Engineering Services