

Customer Case Study:

Closing Digital Information Gaps To Ensure Positive Outcomes



AT A GLANCE

ORGANIZATION

Headquartered in Baar, Switzerland, Ascom has operations in 18 countries, providing ICT and workflow solutions in healthcare and in other demanding industries where productivity- and safety-enhancing solutions are of critical importance.

CHALLENGES

With its mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments, Ascom was challenged to **properly plan work, optimize routes, register time and materials, and monitor the progress of jobs in the field.**

Standardizing service processes across all the countries in which it operates was nearly impossible, because of **significant differences in cultures, laws and languages.**

SOLUTION

FMP360's automated scheduling functionality and its mobile app guide field engineers as they install and maintain the Ascom solution at customer locations.

BENEFITS

- **Technicians have an always-on, always-connected system** to monitor, maintain and report on their work in the field (critical because Ascom's solution must be up and running 24/7 at customer locations).
- With just one interface, the FMP360 platform **integrates seamlessly with Ascom's ERP and CRM systems.**
- Economies of scale across all countries in which it operates have resulted in **lower administrative costs.**
- FMP360 is scalable and flexible. As Ascom grows and its needs change, the FMP360 solution can **continue to be reconfigured and optimized.**

INTEGRATED WORKFLOW INTELLIGENCE

THE ORGANIZATION

Headquartered in Baar, Switzerland, Ascom is a global solutions provider focused on Healthcare ICT and mobile workflow solutions.

- Heavily focused on healthcare, Ascom is also active in other sectors where productivity- and safety-enhancing solutions are critically important.
- In the healthcare sector alone, the Ascom Unite Solution is installed in 12,000 hospitals, covering 1 million hospital beds and handling 800 million clinical alerts annually.

- The company has nearly 7,000 installations of its mobile workflow solution in healthcare settings.

Ascom has bases of operation in 18 countries and employs approximately 1,300. It successfully closes digital information gaps from the point of care or the point of service, to anywhere – using workflow digitalization, workflow imization, analytics and smart data.

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THE CHALLENGES

In most of the countries in which it operates, Ascom was using a paper-based system to manage its field service processes, making order and route optimization nearly impossible. Additional challenges include:

- A fixed number of hours is included in service and maintenance agreements and in project implementation plans, but there was no way to know how much time was actually spent (which should be tracked in productivity and profitability analyses).
- With operations in so many countries, it was nearly impossible to standardize service processes because of the significant differences in cultures, laws and languages.
- Ascom invested heavily in its ERP and CRM systems and needed a mobile solution that could integrate seamlessly into these back-office systems.

The company needed a mobile solution that not only helped it measure and track field engineers' productivity, but that also integrated into back office systems and bridged the language, regulatory and cultural gaps that exist in the countries in which it operates. FMP360 fit its needs.

THE SOLUTION

A fully automated scheduling process and a mobile app streamline processes by enabling engineers to install and maintain the Ascom solution at customer locations, track the hours spent on-site, and report work order details.

- Successfully implemented in the Netherlands and Sweden first, Ascom is rolling out the FMP360 solution to engineers worldwide.
- With FMP360, Ascom field engineers have an always-on and always-connected system that helps them monitor, maintain and report on the status of Ascom solutions installed at customer locations.

Customers use Ascom solutions to provide alerts and manage critical events; coordinate and communicate between multiple points; align protocol standards; and provide early-warning reporting, analytics and scorecards. FMP360 helps ensure that Ascom solutions are fully operational 24/7 in customer locations.

THE BENEFITS

Successfully implemented regionally since 2005 – and constantly reconfigured and optimized since then to reflect Ascom's changing needs – FMP360 is being rolled out worldwide to ensure scalability, improve productivity and increase customer satisfaction. Top benefits include:

- FMP360 integrates with existing ERM and CRM systems with just one interface.
- Administrative costs are low/manageable because of economies of scale across all countries.
- FMP360 Workflow Designer easily handles cultural, regulatory and language differences.

Ascom is now scaling up to ensure that all 280 engineers worldwide are using FMP360, so they can all reap the benefits of a fully-optimized digital service process.



“WITH THE IMPLEMENTATION OF FMP360, WE CAN GET MUCH MORE PRECISE INSIGHT ON HOW MANY HOURS WE’RE ACTUALLY SPENDING ON A PROJECT, VERSUS HOW MANY WE HAVE BUILT INTO OUR AGREEMENTS.”