



tsia

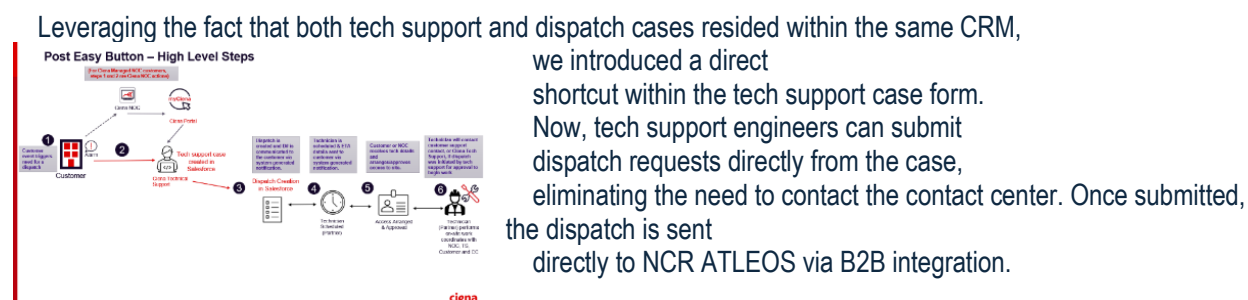
STAR Awards

2025

2025 TSIA STAR Awards
Featured Application

Dispatching technicians couldn't be easier!

Ciena Services' tech support team serves as a customer's initial point of contact for troubleshooting. To streamline their process for dispatching field service engineer (FLM), we've addressed previous inefficiencies. Previously, requesting an FLM dispatch required engaging our Service center, a process that could take approximately 10 minutes for a simple dispatch, 15 minutes for a technician and parts, and over 20 minutes for multiple tech and part requests across different sites. This manual process risked miscommunication and unlinked support and dispatch cases, complicating coordination for our FLM engineers and potentially impacting customers through extended outages or delays in providing necessary technical details.



This enhancement has significantly reduced processing time, from over 10 minutes down to approximately 5 minutes. In addition, NCR ATLEOS technician assignments, timestamps, and closure information are automatically relayed back to our CRM via B2B integration. Dispatch contact details of tech assignments, and crucially, the dispatch and support cases are linked from the outset.

Portal enhancements: streamlining customer-initiated dispatches

Aligning with our corporate objectives to streamline our operations and enhance customer value, we continuously seek ways to simplify processes and provide world-class service. As part of this commitment, we collaborated with our portal team and our partner, NCR ATLEOS, to simplify how customers request engineer dispatches.

While our service level objective (SLO) to handle these dispatches was set at 10 minutes, the delays described above sometimes jeopardized immediate request SLAs.

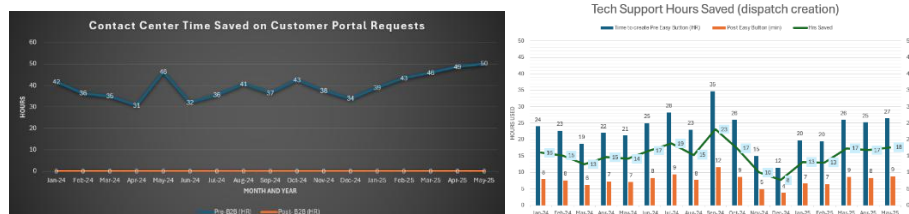
To address this, our FLM team worked with our portal partner to enable B2B integration for portal-initiated dispatches for service customers. Now, customer-submitted dispatches are immediately routed to NCR ATLEOS, bypassing the call center and mitigating potential SLA risks.

Enhanced portal functionality: integrated entitlement for RMA and FLM

We further enhanced our portal by integrating entitlement visibility for both return material authorizations (RMA) and FLM services. Previously, only FLM entitlement was displayed, which created confusion for customers. Now, customers see entitlement options for both, allowing them to select their preferred service type. The system presents the most advantageous option based on the lowest applicable entitlement level (e.g., if a customer has next business day arrival (NBDA) for RMA and 4-hour arrival for FLM, NBDA will be presented as the best available option.) Customers can also dispute entitlement, with these disputes routed to new queues within our CRM for agents to manage.

This improved process enhances transparency for the customer and ensures better coordination of parts and technical resources.

Significant time savings:



Our fiscal year 2024 goal was to reduce processing time by 50% from approximately 1,000 hours. Our results have been remarkable, achieving an 88% reduction, representing 936 fewer hours spent on processing to date!

Simple service and deployment efficiency

Building on our previous successes, we targeted the process of requesting specialized engineers (deployment or simple services unrelated to break-fix). Previously, accessing deployment engineers required navigating project management channels, often involving numerous internal emails to the project management team. Conversely, the project management team faced challenges requesting break-fix engineers due to a lack of CRM access and dispatch knowledge.

Requesting highly skilled engineers for break-fix repairs was cumbersome and inefficient; project management lacked a straightforward method to request either deployment or break-fix engineers due to the absence of automation and system access. Two key elements were missing: 1) the ability for project management to request deployment engineers via the existing B2B integration used for break-fix dispatches, and 2) NCR ATLEOS's ability to differentiate between request types. The entirely manual, email-based process was often time-consuming and inefficient.

We recognized the opportunity to leverage our existing B2B integration with our NCR ATLEOS for break-fix FLM requests to also handle deployment and simple service requests. Through collaboration, NCR ATLEOS enhanced their system to segregate these different request types, routing them to the appropriate engineering pools.

The result is a streamlined process for all teams submitting dispatch requests for the desired engineer skillset, tracking progress through milestones, to generate reports.

Like tech support dispatches, what previously took over 15 minutes now takes approximately 5 minutes to submit. NCR ATLEOS assignments, timestamps, and closure information are automatically updated in our CRM via B2B integration. Our FLM team no longer needs to engage project management for deployment engineer requests, and the project management team can now directly submit deployment-related or simple task-related dispatch requests through our CRM, significantly reducing effort across all involved teams.



For more information, visit the
TSIA STAR Awards Winners Page