



>> Case Study 7: Segment Rollout

National "next business day" installation of DSL end equipment with peak periods involving up to 15,000 service deployments per month

Industry sector:

Telecommunications

Assignment:

A leading provider of telecommunications services commissioned Hemmersbach with the national next business day installation of DSL end equipment with peak periods involving up to 15,000 service deployments per month.

The challenge:

The preparatory period for the provision of the requires 150 qualified technicians was four weeks. The installation of the DSL end user equipment required the relaying of cables in the customer area with undefined distances and site circumstances. The on-site costs for time involved could not therefore be planned definitively. Furthermore, there were daily order fluctuations of up to 50% to be balanced out. The route planning was undertaken by Hemmersbach on the basis of pre-set dates by the customer

Procedure:

The scale of this mixed structure could be determined by our own technicians and external technicians who enabled us to deal with peaks of at least 50%. Our own on-call technicians carried out such assignments to deadlines which would otherwise have had to be rescheduled due to large-scale relaying work, involving time, effort and expense. The Hemmersbach Process Management System enabled evaluations of quality in real time for the services rendered by the technicians together with the generation of pre-scheduled process phases for the principal and in this way introduced short term quality increasing measures in order to improve the entire process quality system.

Results:

We were in a good position to meet the high order volume with market-related quantitative order fluctuations. The Hemmersbach Process Management System enabled the generation in real time of quality evaluations for the performance rendered by technicians and the process steps of the principal and in this way in the short term to introduce measures for increased quality for the improvement of the whole process.