

# Telco Solutions Case Study



## Agiloft Streamlines Complex Telecommunications Repair Business

### Business Overview

101 Telco Solutions are experts in providing depot-level testing, repair, engineering, and logistic services that save wireless, wireline, cable, and enterprise service providers, OEMs and government agencies; both time and money. They also provide certified pre-owned and new products, spare parts management, warehousing and distribution, excess inventory disposition, capital asset management, and reverse logistics.

### Challenges

101 Telco handles many different types of equipment which go through various stages of repair, all of which need to be tracked with the highest accuracy.

101 Telco was previously maintaining their business data on Excel spreadsheets and documentation was manually created and maintained. This included forms to track repair processes, return authorization ID's, test information, failure data, technician's names and contact information, shipping documents, packing lists, etc. There was too much room for

human error.

**"We can now do in 5 minutes what took an hour before."**

**- Chris Carroll,  
Director of Repair Operations**

Director of Repair Operations, Chris Carroll, sought to automate the company's receiving, shipping, and tracking processes. 101 Telco needed an infrastructure

that would maintain the correct data, streamline procedures, and have the ability to roll these capabilities out to customers.

### The Search

Carroll initially sought a repair management system, as 101 Telco Solutions' core business is repair, but the system had to be 100% customizable to 101 Telco's business. Finding a new system was challenging because "vendors always pretend they can service you, even if they can't." He did not want to waste time talking to companies that could only approximate meeting his company's requirements. He needed a system that was affordable at the company's current size and scaled as they grew.



### Industry

- Telecommunications Repair

### Challenges

- Manually-maintained data system was subject to human error
- Needed a central location to track repair, shipping, tracking, inventory, billing and complex relationships
- Needed a robust search function and custom reporting capabilities
- Needed to support multiple locations/time-zones and provide centralized access

### Agiloft Solution

- Implementation completed on time and on budget
- Fully customized to requirements
- Expandable to additional areas
- Provided customer Surveys
- Hosted SaaS service

### Benefits

- Multi-location support with remote access
- Scanning and barcode support
- Reporting integrated with Excel
- Halved search times
- Tracks all customer, warranty, and repair information
- Compatible with 101 Telco's accounting system

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Carroll researched five companies in depth and was relieved to find Agiloft, as it was the only company that fit all his needs and stay within budget.

The team at Agiloft set up a demo for Carroll and showed how their software could meet all of 101 Telco's needs. Carroll was particularly impressed that the team at Agiloft gave straight answers to complex, detailed questions.

## Agiloft Solution

Agiloft's implementation gave 101 Telco the functionality they needed, and was completed on time within the initial budget estimate. Everything was specifically customized to fit the company's requirements. The Agiloft team set up a system to include multi-location capability, so workers could communicate seamlessly in territories from Texas to California and beyond.

The search capabilities have halved the time it takes to find information and the system links warranty information with the customer record and related data, so employees don't have to search for this manually. In addition, the system is compatible with 101 Telco's accounting system.

The Agiloft solution also includes a scanning and barcode capability that automatically differentiates repair inventory from the inventory that 101 Telco owns. Reporting is integrated with Excel so that employees can customize Excel spreadsheets and use them to download the latest data in the most convenient chart or table format at any time.

## Benefits

- Response times are halved for the most critical processes. Chris says his most important business processes — receiving equipment for repair into his system, generating repair travelers, shipping equipment out of his system, generating packing lists, and creating reports — are now typically completed in less than half the time they took previously, thanks to Agiloft.

- Employee training costs are lower and consistency is higher. "Now everyone's operating on the same level," Carroll explains, with "uniform business practices, everything in the same format, better data capture... and honestly, we are barely scratching the surface of Agiloft's capabilities. The more I use it, the more I see we can do with it."
- Accuracy and auditability have improved because business processes are automated.
- Cost are reduced. 101 Telco is accomplishing more and faster, with fewer workers.

"I really urge anyone looking for inventory management or repair tracking systems to go to Agiloft, because of their customer service and how much their system can be customized to a specific need."

— Chris Carroll

## Let Us Show You

What Agiloft has done for 101 Telco, it can do for you. We can show you. In a matter of hours, we can set up a custom demo of your toughest business process as proof that Agiloft really can meet your needs. Just give us a call.

## About Agiloft, Inc.

Over 2.5 million users at organizations ranging from small enterprises to U.S Government agencies and Fortune 100 companies depend on Agiloft's top rated product suites for Contract Management, Service Desk, Custom Workflow, and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and agile technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.

