



Project Brief on the IT and Telco Industry

About Our Client

They are a global leader in the integration of end-to-end independent IT solutions and services, and network technologies. They are also a telecommunications (telco) service provider and work with various telcos in Malaysia to provide them with better networking coverage. An example of how they do this is by installing and/ or upgrading hardwares of cellular towers.

Challenges They Faced

1 | Manual data management and tracking

- They used to monitor the progress of all their projects through the use of excel sheets.
- When there are updates and changes to be made, multiple individuals from various departments within the company and also from the telcos (their client) were updating the sheet.
- Emails were sent back and forth and as a result, there were risks of data loss and inaccuracy.

2 | Inconsistent audit report formats

- They would hire vendors to conduct site surveys (of cellular towers), make installations, and calculate the tower's radio frequencies (RF). Upon completion of the tasks, these vendors are required to submit audit reports to our client.
- The issue was that different vendors submitted reports in different formats.
- It became a time-consuming task for our client's project managers to amend the formats of various reports, whilst ensuring data for ALL projects were accurate, prior to submitting them to the telcos for approval.

3 | Manual calculation for frequency reports

- Vendors would collect raw data from cellular towers and spend an unnecessary amount of time to manually calculate radio frequencies based on that data. These details are needed to determine the kind of hardware(s) or upgrade(s) needed for the tower.
- Each vendor would submit 60 excel sheets, each with 400 rows of frequency data! It became tedious for our client to sift through all that data and accuracy was also questioned. In the end, our client would resort to doing the calculations themselves.

4 | Manual approach of report collection

- Vendors would submit their reports via different channels: emails or to our client's server (where users have to log in and get the reports).
- This meant that our client had reports coming in from 2 different places. Monitoring report submissions therefore became a challenge and there was also the risk that some reports were being missed.

5 | Improper communication with vendors

- When a project comes in from telcos, our client would resort to call or email their vendors. There wasn't a central location for project details and vendors would constantly have to check their emails for information.





Our Solution

Lava Protocols sought to resolve our client's challenges with the following solutions:

- Implementing Salesforce's FORCE.com to track projects and automate project status updates and notifications.
- Putting in place custom automations to generate audit reports and frequency reports.
- Integrating Salesforce Community with Force.com to enable seamless data sharing between vendors and our client.

1. Tracking and automation

- As relevant data (vendors' reports, changes from telcos) gets fed into Force.com, it automatically changes the status for each stage in a project.
- This minimises the effort required from every department to update the project status.
- This also gives project managers a 360° view of projects from a single system.

2. Standardised audit reports

- With Salesforce Community, vendors now merely have to log into the system and follow step-by-step instructions to key in data and upload images needed.

- Salesforce automatically generates a PDF report in the format needed, therefore standardising report formats across all vendors and eliminating the need for project managers to fix them.
- On top of that, the system enables our client to monitor submission time and approval status from respective departments for the particular project.

3. Automated frequency report generation

- Lava Protocols put in place an automation which requires vendors to merely submit all the raw data they have collected from the cellular towers into a server, from which frequencies are auto-calculated. This eliminates the need for manual calculation and saves a lot of time.
- A SINGLE excel report containing selected frequencies is then generated and synced to our client's Salesforce system. This is a marked change from having to go through 60 excel sheets from one vendor alone!





4. Sync between systems

- Information submitted by vendors still go into two separate systems. To make life simpler, Lava Protocols built a programme to sync data from the server to their Salesforce system, so that everything would be in one central location. The chances of having missed/ overlooked reports are close to zero now.

5. Access, **Anywhere**, Anytime

- Using Salesforce Mobile, our client can create a task and assign it to a vendor. Vendors will receive notifications and have access to projects which they are assigned to. They are able to view project details and requirements on their mobile phone or desktop and our client will no longer have to email or call them (and vice versa) about projects that are assigned.

Outcome

As a result of the implementation,

- Our client can monitor and track project details, all from a single platform.
- Project status for every stage is automated.
- Reports are standardised and auto-generated.
- Frequency calculations are automated.
- A lot of manual and redundant work is eliminated.
- Risk of data loss and data inaccuracy was reduced.
- Data management and monitoring improved tremendously.
- Monitoring vendor's project assignments became easier.
- More time can be spent on managing and executing projects.



All in all, our client is now able to get a full view of all project data from various parties, and manage new and existing projects, from a single platform. The combined effect of having Salesforce and the right automations in place, eliminated a lot of manual work, saved various stakeholders a lot of time, sped up processes, and overall, improved each project's deliverability. In the telco industry, this means a lot of money is saved!