

A world map in shades of blue with glowing white dots and dashed white lines connecting various points across the continents, representing a global network.

# AERVIVO – TELECOMMUNICATION

**SALESFORCE**  
SERVICE &  
EXPERIENCE CLOUD

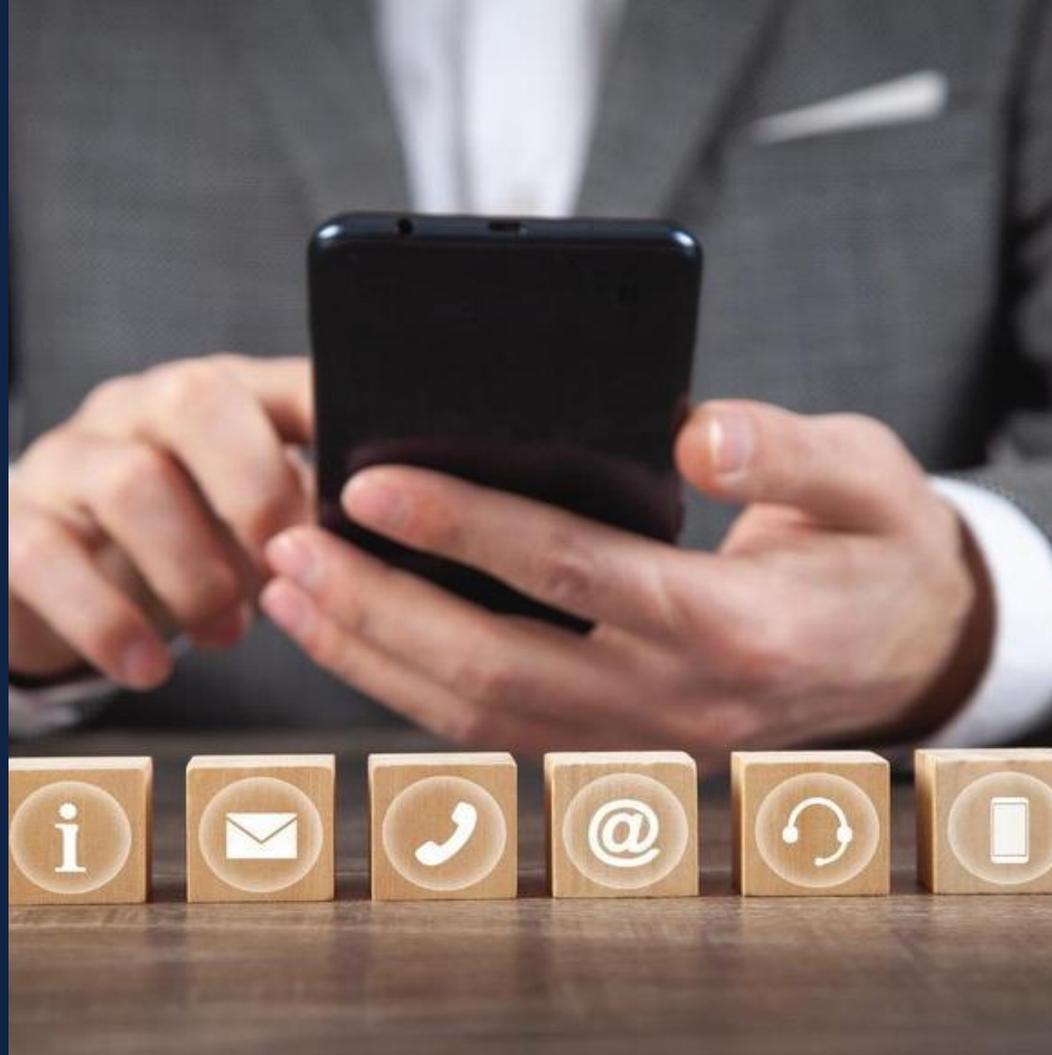


## OVERVIEW

- Aervivo Inc is a B2B network provider.
- Providing services across United States.
- Empowering a new breed of ISPs with simple, scalable technology, tools and systems, enabling them to provide consumers a delightful connectivity experience and equitable access to the digitized world.

# Problem Statement

- Since Aervivo manages the business through Partners, they need a right system to manage all of the partners.
- The latest information on network connectivity, device issues, uptime and downtime issues, and asset availability should be shared with the partners.
- Additionally, the partner should be able to manage customer data and inquiries via our platform.
- Address partner and customer issues and track of record and allocation work order is challenging.



# Proposed Solution - Partner Community

- Aervivo's Cloud Platform enables ISP partners to deploy fiber-grade hybrid networks across small and large communities faster than fibre and at a fraction of the cost.
- We set up a partner community to manage all partner information and to onboard new partners.
- The middleware system has been integrated into Salesforce, allowing partners to identify all device statuses and activate/deactivate connections from the partner portal.
- Partners can use the partner portal to onboard new customers and manage all customer information.
- Allocate the assets to the partners where the partners can identify the assets for their service location.
- Enabled the provision to the partner users to manage all their tasks & routine.





## Proposed Solution - Service Cloud

- The service cloud feature has been enabled for partners, allowing them to manage all customer queries through cases.
- Partners can manage work orders in order to address all customer cases.
- Partner also have provision to raise a ticket with Aervivo via portal.
- Aervivo can manage all partner cases from the Salesforce service cloud, assigning work orders and technicians to resolve tickets.
- Partner user will have provision to see all the cases, Tickets & the metrics