Communications Company Project Study

Stay ahead of the herd with your Mammoth in the cloud

We are the future of your Field Service team.

We assist our customers in setting up a service experience like no other. With a focus on accountability and transparency, neither you nor your customers will ever lose track of what matters.

A communications company project study -

Technology - Field Service Lightning

Client need: An Internet Service Provider in New York City had a need to replace their manual dispatch service with a tool. Further, this tool needed to have a self-scheduling option for customers on the ISP website and the ability to integrate into the ISP hardware to allow for remote technicians to monitor the hardware as a preventative and diagnostic service.

The Approach: To facilitate all these needs, Field Service Lightning was the product chosen as it allowed for the most flexibility and built on the CRM core functionality. This precluded the need for additional integrations to sync customer data and allowed for a seamless dispatch solution. The integration to the physical assets was setup in such a way that allowed for representation of those assets both independently and associated to a customer. Because the ISP operated in a major metropolitan area, the scheduling engine was set in such a manner to optimize the routes of technicians and allow for additional travel time between locations.

Outcome: The implemented tool allowed for customers to self-schedule through the site or for an agent to create an appointment based on the availability of technicians. The dispatch was done in an automated manner with the technicians managing their appointments through their mobile devices. The integration of physical assets also allowed the in-house technicians to provide initial diagnostics and where appropriate to close an appointment and free up the field technician. The overall lift to the business was significant in both customer experience, faster resolution of cases, and in efficiency of field-service time utilization.
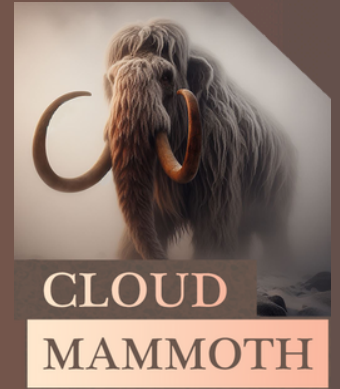
Who We ARE

Cloud Mammoth was formed by a cadre of industry veterans who saw value in combining the DNA of multiple consultancies. Together, we are Cloud Mammoth to the Salesforce ecosystem, bringing a tremendous depth of talent and truly global capability. We're committed to delivering mammoth results for you and your organization by maintaining a customer focus that keeps you ahead of the herd.

CLOUD MAMMOTH

Why Ride with the Mammoth?

Advisory Services

As the Salesforce ecosystem evolved, so did the possibilities for your business. We are here to navigate the vast maze of solutions and help you to find the best fit for your business.

Discovery

Getting deep into your requirements is imperative to the success of your implementation. We will put your needs under the microscope and design a unique customised solution strategy for your business, setting out key milestones and deliverables.

Implementation

Implementing the plan is key. With our rich experience, you will witness how we excel at delivering one project after another, keeping you updated with regular, defined reports on progress.

Data & Integration

Tools or Data should not be in isolation. Together, we can find the right tools to be at the heart of your company. This is where the true magic can happen, bringing your ideas to life and connecting you to a platform with endless possibilities.

Adoption & Training

We use practiced techniques to guide your teams through your solutions (depending on their roles and responsibilities). This is fundamental for a successful return on your investment.

Custom App Development

Do you have a unique vision in mind? We are your allies, and as we know, one solution does not fit all. From our deep knowledge, we will explore all the amazing possibilities of a custom app to bring your goal to life.

Managed Services

Even after the your project is completed, we can remain by your side for the day-to-day maintenance and user support that you require. This way, you keep the skills you need handy without the overhead of employing additional staff.

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