



Engineered for Scale. Built for Impact.

CASE STUDY

Salesforce Field Service Transformation for Telecom Enterprise

Industry Telecommunications

Platform Salesforce Field Service Lightning

About this case study: This engagement was led personally by the founder of UniHail Solutions in a prior engagement. Client details are anonymized to respect confidentiality.

Multi-Market
Platform Unification

Enterprise
Scale & Performance

Full Migration
Click Software to Salesforce

BACKGROUND

The client, a large telecom enterprise operating across multiple markets, ran high-volume, SLA-driven field service operations. Different regions used different scheduling platforms — Salesforce Field Service in some markets and Click Software in others — resulting in fragmented user experiences and inconsistent operational models.

CHALLENGES

- Multiple field service platforms across regions creating operational fragmentation
- Inconsistent dispatcher and technician workflows across markets
- Complex scheduling requirements with high transaction volumes at telecom scale



- Heavy dependency on integrations with downstream enterprise systems
- Need for large-scale data migration and phased platform transition

SOLUTION

A comprehensive Salesforce Field Service implementation was delivered as the unified field service orchestration platform. The solution covered the complete field service lifecycle and enabled a phased migration from Click Software to Salesforce Field Service.

- End-to-end Work Order and Service Appointment management
- Advanced scheduling and dispatcher workflow optimization
- Work Plans and Work Steps for guided technician execution
- Skills-based routing, territory management, and operating hours configuration
- Integration with a custom mobile application via Java-based middleware
- Real-time and asynchronous integrations with multiple third-party systems

FOUNDER'S ROLE & RESPONSIBILITIES

- Hands-on Salesforce Field Service configuration and Flow automation
- Core Salesforce development for complex service workflows
- Salesforce-side integration implementation with Java-based middleware
- Leading the Click Software to Salesforce Field Service migration from the Salesforce side
- Designing, executing, and validating load and performance tests for scheduling APIs
- Close collaboration with mobile, middleware, and backend teams

RESULTS & IMPACT

- Unified field service experience successfully delivered across all markets
- Complete migration from Click Software to Salesforce Field Service
- Improved technician productivity and job handling efficiency
- Full transformation of dispatcher and technician workflows
- Proven scalability through load and performance-tested integrations
- Significant reduction in operational complexity and platform fragmentation

THE UNIHAIL ADVANTAGE

This engagement demonstrates the founder's deep specialization in telecom field service transformations. Multi-market operations, large-scale migrations, scheduling performance, and integration complexity are the hallmarks of telecom-grade engagements — and this solution was designed for enterprise-grade scalability, consistency, and long-term operational excellence.