

Accurately Track Field Inventory

The Eftia-Fulcrum Joint Solution

*Control inventory and
manage workflow
with on-site
asset data
collection and
communication*

Telecommunication and utility service providers are faced with the enormous challenge of managing extensive asset inventories and large mobile workforces. Eftia and Fulcrum are working together to effectively manage the dynamic exchange of data that needs to occur between back office systems (OSS/Provisioning) and field operations. The joint solution, which integrates Eftia Master.Scribe® Suite with Fulcrum CATS™ software, combines total inventory control with critical workflow management.

Armed with Master.Scribe and CATS software, field technicians use mobile computing devices to track assets and inventory, manage warranty information, and handle return and repair processes, all from data captured on location. The Eftia/Fulcrum alliance provides management with better decision-making capabilities for its mobile workforce by plugging field personnel directly into the workflow. Data collected on site is immediately communicated to the OSS, which maintains and manages an overall inventory database, streamlines day-to-day operations and manages essential tasks, such as order provisioning and fulfillment, number tracking, billing, network surveillance, and maintenance. Human error and redundant paper-work associated with asset and inventory tracking is virtually eliminated, contributing to greater efficiencies and superior materials management.

Together, Eftia and Fulcrum are empowering service providers to protect their inventory investments and reduce OSS costs by providing a convenient way of managing assets and human resources in the field.

CATS

- Provides the means for automated data collection via mobile computing devices for complete asset/inventory life cycle management
- Ensures the appropriate management of all inventory, including serialized (assets) and non-serialized (parts)
- Automates the process of collecting an asset's physical and logical attributes and stores them in either an Oracle RDBMS or Microsoft SQL database
- Offers a variety of mobile computing applications, and specialized bar code labels
- Creates better use of capital funds and company resources resulting in dramatic cost savings and improved customer service

Master.Scribe

- Provides start to finish service order entry, which simplifies duties of customer service agents and reduces error
- Includes a reliable and easy-to-use complete inventory management system
- Comes equipped to manage IP addresses and telephone numbers
- Provides trouble management and preventative maintenance to ensure ease and reliability of daily operations
- Includes centralized data storage for easy data retrieval and updates
- Maximizes customer satisfaction
- Increases revenues and decreases operational costs



Powering Tomorrow's Network