

Extend OSS Into the Field

The Eftia-ViryaNet Joint Solution

*Harness the power of the
Internet and wireless
technology to connect
field service
personnel*

Eftia and ViryaNet have joined forces to offer their customers the powerful capability to extend OSS into the field. Telecom, cable and next-generation service providers benefit from an integrated solution that combines Eftia's OSS software with ViryaNet's field service management solution.

The integration of Eftia's Master.Scribe™ Suite with ViryaNet's Service Hub revolutionizes customer service by optimizing regular and mobile workforce management. Customer service improves, field labor costs decrease, and management benefits from greater reporting capabilities and control. Combined, Master.Scribe and Service Hub enable service providers to make better use of their field technicians by optimizing scheduling, routing, dispatching and the management of field resources. Harnessing the power of Internet and wireless technologies, the joint solution connects field service personnel to the information they need to get the job done quickly. Field personnel are able to remotely access and report information for maximum productivity.

Additionally, the integrated suite empowers service providers to reduce OSS costs by efficiently managing the human resources that support mobile field personnel and their service activities. By streamlining day-to-day operations and managing essential tasks, such as order provisioning and fulfillment, inventory, number tracking, billing, network surveillance and maintenance, Eftia's and ViryaNet's joint customers can speed their service deployments and deliver innovative products and services to their customers, while lowering their operational costs.

Both Master.Scribe and Service Hub have powerful integration and configuration capabilities so that they easily adapt to any enterprises' current service chain process.

Service Hub

- Optimizes scheduling, routing, dispatching and the management of field resources
- Improves field productivity through superior management reporting and control
- Facilitates better and faster work in the field while controlling costs
- Gets technicians to the right location at the right time and enables them to communicate fast, accurate field information, including work order status update
- Improves data flow to/from enterprise, making information easily available—customer, assets, parts, and order history
- Maximizes customer satisfaction
- Minimizes service provision costs

Master.Scribe

- Provides start to finish service order entry, which simplifies duties of customer service agents and reduces error
- Includes a reliable, easy-to-use and 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

