

altlogic

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Sierra case study



<b>CLIENT:</b>	Sierra Group
<b>VALUE:</b>	€20 million per annum
<b>DATE:</b>	Current
<b>LOCATION:</b>	32 counties of Ireland
<b>ENGINEERS:</b>	300+



## OUR RELATIONSHIP WITH SIERRA GROUP

Alternative Logic have enjoyed a working relationship with Sierra Group for over a decade. Recently, Sierra were appointed as the sole business partner for BSkyB installations and service across Ireland. Sierra currently visits, on behalf of Sky, an average of 6,000 customer homes per week this is all managed using the Alternative Logic's FieldLogic workforce management application.

This appointment to the All-Ireland Sky contract has increased the Sky team workforce to over 300 dedicated and skilled service and installation engineers, who work diligently to offer customers a service that consistently exceeds client targets.

**6000** Homes per Week

**300** Service Engineers

**32** Counties of Ireland

## INSTALLATION, SERVICE AND REPAIR

Sierra is the sole installation supplier to BSkyB in Ireland for their various packages as well as provision of service and repair. This includes the installation of Sky TV into multi-dwelling units (MDU) such as the installation of a central satellite dish into a bespoke communications room within an MDU (e.g. apartment complex) with connection to each unit within the entire MDU in order to provide satellite TV.

This process involves liaison with the property management and/or landlord in order to ensure a smooth installation process and minimal disruption to tenants.



## QUALITY AND CUSTOMER SERVICES

Sierra have a fully operational Customer Service centre which manages the interface between the customer and Service Engineer.

Customer Service Representatives are responsible for the scheduling and planning of Service Engineers and liaison with Sky customers. Sierra ensure

- Allocation of Service Engineer at point of booking
- 30 day call-back facility
- First in day slot reservation
- 98.5% ETA via call the evening before visit
- Dedicated same day/next day offer
- Ambassador for BskyB
- Health and Safety as priority number one
- Sky branded uniforms

**“Our continued investment in the provision of innovative solutions is reflected in the provision of an off-the-shelf software solution, back office support and training - which has led to improved delivery and client satisfaction.”**



## ALTERNATIVE LOGIC AND THE FIELD LOGIC PLATFORM

Sierra fully utilise Alternative Logic's FieldLogic workforce management platform.

This technology enables their service engineers to receive schedules and capture data remotely, in order to attend service calls and installation requests in a timely and efficient manner.

It also enables live reporting on the progress of jobs, including capture of customer signatures and relevant photographs, while allowing the engineer to record notes; inventory consumption information; flexible customer questionnaire responses; and other data items.

All of this data is 'geo-coded' by the system for further analysis.

The system can also be configured to view previous customer service history, enabling the service engineer to understand and react appropriately to any previous work carried out.

FieldLogic links the managers, supervisors, engineers and back office teams streamlining the operation of the mobile workforce.

Sierra has worked closely with Alternative Logic in the creation of a fully configurable software system which provides the following features:

### WORKFORCE PLANNING

- Allocation of appointment times on a bulk and/or individual basis;
- Allocation of stock to required works; and
- Incorporation of job routing to service engineers.

### JOB MANAGEMENT

- Central work assignment
- Job details
- Progress
- Customer details
- Stock order and
- Job status, which is transmitted from a mobile device in real time during the course of a business day, enabling the monitoring of ETA and engineer progress



## DATA ITEMS

- ETA history
- Calls to customer history
- Engineer travel status to or from customer, and time spent on site
- Questions from customers
- Completion status and
- Customer signatures

The rules incorporated into the job control ensure critical data is captured. Following data capture, the job can proceed to the next step. Data produced is used to populate customer invoices, which include itemised services and consumables used.

## STOCK MANAGEMENT

- Creation of purchase orders
- Tracking of goods and consumables
- Receipt of credit notes
- Product maintenance
- Product item history and
- Stock audits

## COMPREHENSIVE REPORTING

- Business analytics
- Monitoring of key performance indicators and
- Health and Safety compliance tracking

