

## Case Study / Enterprise Mobility

# LIWEST Kabelmedien GmbH

How LIWEST Kabelmedien GmbH was able to perfect the customer service process by applying mobile applications

S&T service2go – The intelligent solution for the field service staff - online and offline

LIWEST Kabelmedien GmbH needs customer-orientated actions by qualified field service technicians, in order to be able to provide its services. The post-processing of carried out actions caused considerable paperwork, unnecessarily taking up office and field service staff's time. Therefore, LIWEST decided to change it by implementing a mobile solution for the improvement of service quality and response time.

After the implementation of the solution, which is based on the S&T platform "service2go", LIWEST experienced indeed increased performance, improvements in time management as well as cost savings resulting in increased profit.

**Problems: Excessive paperwork and optimisable service efficiency**

LIWEST Kabelmedien GmbH employs about 50 field service engineers and 40 contractual service partners for maintaining the LIWEST cable networks, who amongst other things, handle duties, such as network maintenance, trouble-shooting, processing customer inquiries or installing new cable accesses. Recording these jobs caused a great deal of paperwork, both for the engineers and the downstream departments.

Therefore, LIWEST wanted to improve the service quality and response times. It was important for the engineers to look through all relevant customer data, such as customer contract details or technical documents, e.g. network topographies, whilst being on-site.

### Challenges

Amongst other things, the following requirements were set by the customer:

- Involvement of the LIWEST developer team
- Support by contractual parties and their customer service engineers
- Early, active involvement of the customer service engineers to strengthen the new system's acceptance
- Integration of the software into backend systems
- Support for adaptive communication (online, offline and mixed form)
- Standardised, i.e. advanced software architecture



**LIWEST**  
Ein Kabel Alle Medien

LIWEST Kabelmedien GmbH is an Austrian cable network provider that delivers high-speed internet, TV and cable supported network access to around 110,000 households and companies in Upper and Lower Austria. 90 out of 150 LIWEST employees are field service engineers.

*„The S&T service2go - Mobile Enterprise Application Platform (MEAP) is a development environment that provides tools and middleware for the development, software deployment, management and operation of mobile applications. The S&T service2go also enables an easy and efficient data synchronisation between systems, such as ERP, CRM and mobile terminal devices.“*

Harald H. Egerth, Amit CTO

## The Project and the Solution: Paperless communication between engineers and back office staff – also offline

S&T introduced the Software-Suite mobileWFM, a mobile Service Client for paperless workflow management, to optimise the information flow between the field service engineers and back office staff. This application provides a seamless integration of mobile devices in the company's existing software environment.

### Project objectives:

- Increasing the efficiency and productivity for customer service engineers
- More flexible actions of customer service employees
- Increasing customer satisfaction
- Reducing the workload at the back office
- Reducing the paper wastage
- Providing updated price lists for services and materials
- Providing customer service engineers with updated customer data

### Benefits

After the implementation of the solution, LIWEST Kabelmedien GmbH benefitted from following:

- Increase in profit and efficiency
- Improved operational flows
- Increased motivation
- Elimination of redundant administrative procedures
- Less failure sources
- Faster access to information
- Close interaction with other solutions
- Less time required for administrative tasks
- Simplified, shortened and standardised processes
- Reduced sales cost



### About S&T AG

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