Nokia Increases Customer Service Capability With Open Source

BUSINESS BENEFITS

- Cost savings due to open source frameworks
- Aggressive turn-around time
- Improved transparency and tracking of inventory parts and service
- Reduced errors due to streamlined, pre-defined workflow processes
- Enhanced customer service due to an increase in end-user visibility
- Fixed time and price agreement, thereby mitigating risk for the client
- Loosely coupled for future upgrades and enhancements

OVERVIEW

Inundated with the growing number of mobile phones being sold and requiring after-market services, Nokia engaged GLiNTECH to automate their warranty, support and mobile phone repair system. Built entirely from open source frameworks, GLiNTECH analysed, designed and undertook this project on a fixed time and cost basis to deliver the first release of the project. To date, several thousand mobile phones are being managed through the system per week and turn-around times on service repairs have been cut in half. This project was implemented within GLiNTECH's development centre and rolled-out to a managed infrastructure.

CHALLENGE

Nokia Australia firmly believes in end-to-end customer service and is continually looking for ways to increase customer satisfaction around the process of mobile phone repairs. They repair all warranty and non-warranty Nokia jobs in their 13 customer care centres within Australia. Until recently, all of Nokia's mobile phone repair jobs were processed using a legacy system which failed to provide the functionality necessary to maintain a high level of visibility at each stage of the repair process.

Wanting to continually improve their customer service capabilities, Nokia had to achieve higher visibility across all stages of mobile phone repair jobs including, logging the repair job, repairing the mobile phone, quality assurance and delivery. Finally, Nokia wanted to provide higher repair process visibility to the market, including the mobile phone dealers as well as the mobile phone customers.

GLiNTECH's challenge was to analyse, create, develop, manage and implement a highly functional, on-line mobile phone repair tracking system to improve the overall mobile phone repair process. The project had to adhere to a considerably tight timeframe of 3 months as well as stringent budgetary restrictions.

SOLUTION

After thorough scoping and analysis of Nokia's project requirements, taking into consideration their time and budgetary restrictions, GLiNTECH implemented and delivered an on-line mobile phone repair system solution using a host of enterprise-grade open source packages. The various packages included solutions for the front-end user interface, security, workflow process, reporting, the data persistence layer as well as the back-end database.

In addition, a significant benefit to the selected packages was that they maintained zero licensing fees, which enabled the client to achieve significant cost savings. Moreover, all selected packages and products are loosely coupled and have a high level of support from the open source community and are therefore extremely robust and scaleable.

RESULTS AND BENEFITS

The result of using open source packages helped increase the turn-around time of the project as minimal development was required, thereby satisfying Nokia's strict delivery timeframe. In addition, with zero dollar licensing costs, Nokia is delighted with their cost savings and as a result, has decided to further their engagement with GLiNTECH to deliver the second and third phases of the project.

> **"Nokia expects the implementation of the open source solution by the GLiNTECH development team to reap major benefits for both Nokia and its customers, driving efficiency and further improving our customer care capability."**
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> **Customer Care Manager, Nokia Australia**

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