



SKYELECTRIC
Powered by Intelligence

Overview

1 Challenge:

Without any IT System and automation, in Operations department it was very difficult to manage and control daily activities. Sales and Supply Chain departments were already using Salesforce and SAP for their respective tasks. Due to increasing number of customers day by day SkyElectric seeking for a quick and state-of-the-art solution which can solve operations department business problems and should provide seamless integration with Salesforce and SAP

2 Approach:

To provide an all-embracing, real-time view of operation related activities with its status.

To create an intuitive system capable of activities to improve service delivery.

3 Solution:

Kazzola BPM was selected as a tool to meet the business requirements efficiently within the budget. Both web and mobile app interfaces provided for the users. All the data is captured and processed using web or mobile app and all the stakeholders including customers receive notification via SMS, emails and in-app messages for each step.

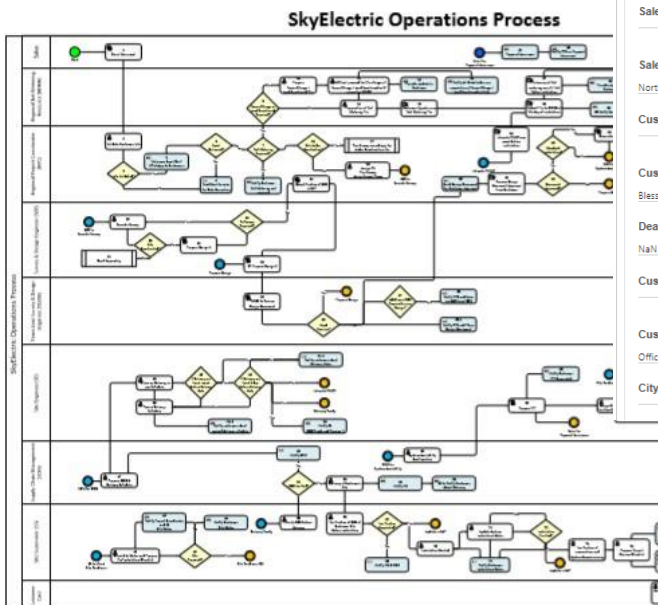
4 Outcome:

After three months of execution, around 1200 projects initiated on Kazzola BPM.

All stakeholders are now well aware of what is going on and present status of their relevant project(s) or information is updated and shared in Realtime.

Now SkyElectric is focusing on improving their staff efficiency using KPI generated boards.

Solution / Dashboard

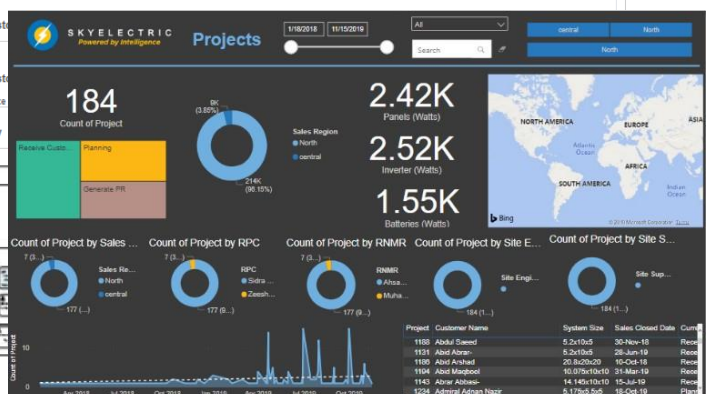


Operations- Generate PR- 1301

Customer Information Customer Information Validation Planning Design Document Generate PR

CUSTOMER INFORMATION

Sales Order No	Consumer No as per bill
Sales Region North	Deployment Region North
Customer Type	Account Name Blessed Solar 13
Customer Name Blessed Solar 13	Customer's Email Address
Deal Value (PKR) NaN	Customer's CNIC number



Overview

Meeting the demands of Business

Kazzola is a cloud-based BPM for Businesses to streamline the entire Data Processing, Knowledge sharing, Tracking and Reporting. A truly 21st century's productivity, messaging and collaboration tool for building better business.

Solution

Accelerating time-to-market and compliance controls

SkyElectric worked with Workmatec to create Operations and Site Installation process - an innovative platform to manage site preparation related activities from "Sales Closed Won" stage up to handing over to the Customer Care department.

Operations process is built using Kazzola BPM software. This optimizes the processing of thousands of data points per day. In turn, it provides decision makers with valuable insights, allowing them to create predictive maintenance models and implement real-time preventative actions.

Kazzola BPM was selected as a tool to meet the business requirements efficiently within limited budget. Both web and mobile app interfaces provided for Sales, Regional Managers, Team Leads, Project Engineers, Site Engineers, System Design Engineers, Supply Chain Management and Customer Care.



“With an increasing number of technical queries, Workmatec anticipated the need to get ahead of operational costs, scalability challenges and automate analytics to identify potential failures before they impact the customer.”

Director Operations SkyElectric

Result

Real-time insight

Workmatec provided SkyElectric with the technical expertise, domain experience, and a scalable BPM product to build a unique solution that brings:

- The top management: Visibility of overall performance and efficiency.
- The regional manager: Gauge service level efficiency region wise and team wise. Different KPIs help to gauge performance of technicians and regions.
- The supervisor/ In-charge: Assign task to resources efficiently and later track team members performance and workload.
- The field staff: Getting instant notification on new work order with all required details.

Workmatec developed a fully operational solution, using Kazzola BPM, that improves the cost control and performance of a growing business. All stakeholders are now well aware of what is going on and present status of their relevant project(s) or information is updated and shared in Realtime. Now SkyElectric is more focused on improving their staff efficiency using KPI generated by the system.

Workmatec is your global consulting partner that offers end-to-end digital solutions to solve clients' complex business challenges. We are a new class of digital service provider that combines consulting, strategy, and engineering at scale. We use this to drive business change by applying engineering excellence, deep domain expertise, and our senior software engineering talent to improve our client's customer experience, boost your operational efficiency, and strengthen your company.

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