

Capgemini Business Agility

Work order management with Oracle technology

1 Business Challenge

- Work order management needs to have end-to-end support
- Increase of work orders due to introduction of new products, callback actions, regulatory changes, etc.
- Need to improve customer satisfaction

2 Solution

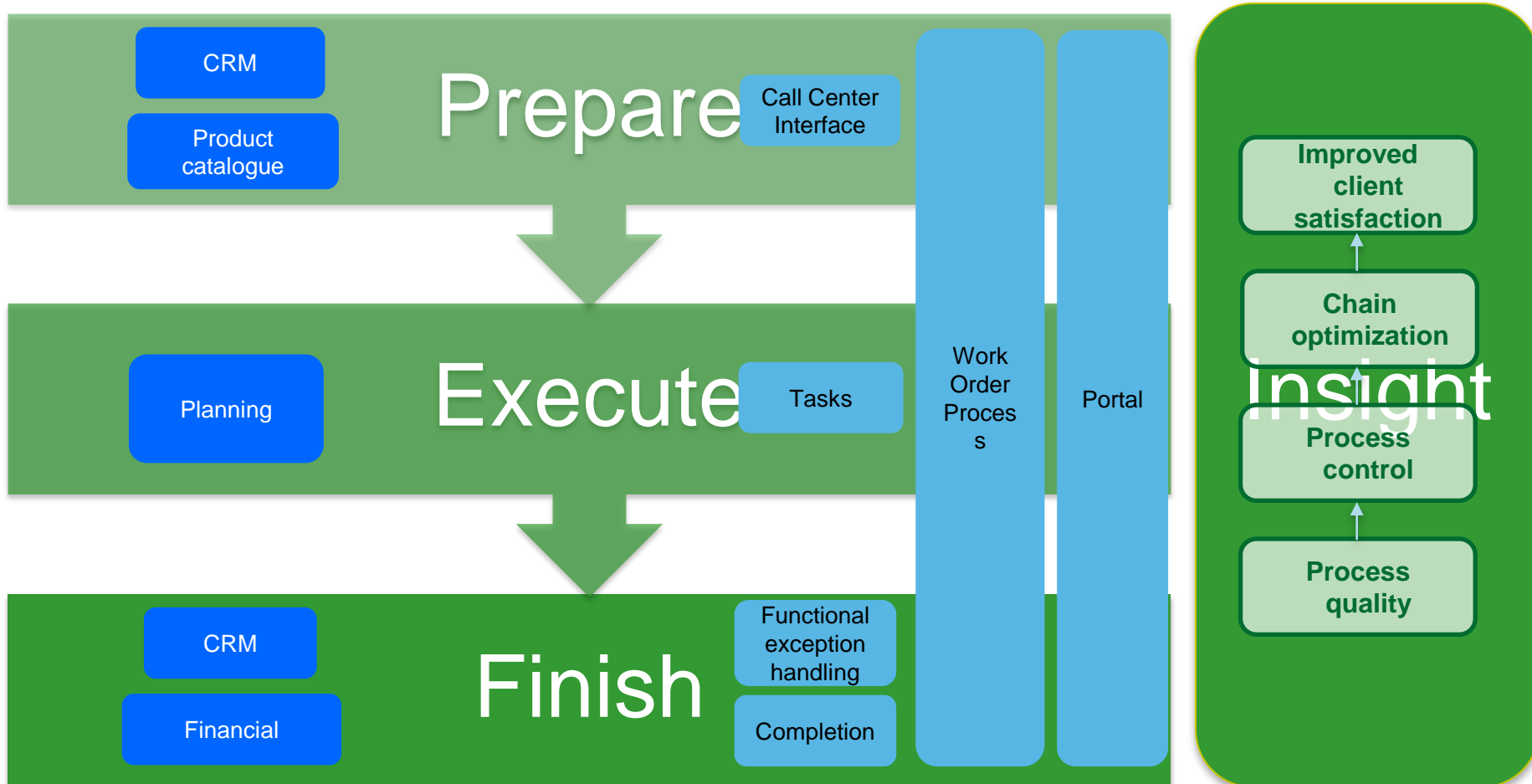
- The BPM Work order management supports planning, execution and completion of work orders. Capgemini's end-to-end BPM solution treats processes as assets that directly contribute to a client's enterprise value and performance. We combine deep domain knowledge with process improvement expertise, change skills and specialized IT capabilities on leading BPM technology to improve our client's business impact.

3 Results & References

- Manual adjustments reduced by 95% to about 5%
- Compliance increased from 30% to 99.9%
- Increased quality of service
- The BPM work order management is prepared for large roll-out of smart metering, direct insight in status of work orders and pro-actively act upon work orders which are on high priority because the timeline of the SLA is close.

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