



Effortless communication—TELUS brings the vision home.

Effortless communication—it's being able to communicate when you want, how you want, where you want. This is the vision that guides TELUS, Canada's second-largest telecommunications company. And now, with the help of IBM® eNetwork™ Wireless Gateway, TELUS is bringing that vision home to its service technicians, who spend most of their time on the road ensuring seamless communications for their customers.

“One of the main ideas behind this initiative was to give us a way to stay in touch...to treat service technicians the same, whether they were in the office or on the road.”

*Daryl Miller,
Customer Technical Services Manager,
TELUS*

According to Sean Wetherall, TELUS systems designer, “This pushes the leading edge of technology for the workers in the field. The response has been overwhelmingly positive.”

Enhanced satisfaction—a TELUS mission

An Alberta and British Columbia company with more than 24,000 employees and combined assets over

Application	Providing service technicians with wireless access
Software	IBM eNetwork Wireless Gateway for AIX IBM eNetwork Web Express
Hardware	IBM RS/6000 IBM ThinkPad 380



Within four months of implementing the IBM wireless solution, TELUS achieved an average 26% increase in repair volume.

Improving communication, enhancing satisfaction

\$10 billion (Canadian), TELUS prides itself on top-notch customer service and employee job satisfaction. To continue to meet their goal of exceeding customer expectations, TELUS needed a faster way for service technicians to communicate with its workforce-management system. “One of the main ideas behind this initiative was to give us a way to stay in touch...to treat service technicians the same, whether they were in the office or on the road,” says Daryl Miller, TELUS Customer Technical Services Manager.

TELUS wanted a system to provide secure, managed access and to allow dispatchers to monitor jobs for up-to-the-minute status. This kind of system would provide more flexibility for rescheduling jobs, while improving cycle time for their internal workflow.

Before the IBM Wireless solution was implemented, TELUS service technicians used hand-held devices and a dial-in system to access their Automated Work Administration System (AWAS), a workforce-management system developed by GTE Service Corporation. AWAS allows service technicians to report job status and retrieve work orders. In turn, much of the internal TELUS workflow depends on AWAS—including completed work orders that flow directly into the billing system from AWAS.

Seeking fast, secure connections

With the old system, service technicians relied on telephone lines to connect to AWAS. This connection was not only slow, inconvenient and unreliable, it also didn't provide field workers with remote access to the company's intranet. As a result, service technicians sometimes felt isolated from their company—they are rarely in the office to interact with coworkers or hear corporate news. And, they sometimes had to put in overtime just to complete the tedious, administrative parts of their jobs.

The old system brought with it built-in delays in reassigning technicians to handle changing customer and workload requirements as well as in completing internal work cycles that flow through AWAS. Security was also less than ideal with the old system, because any service technician could call and tap into the work orders of others.

“Now, [with eNetwork Wireless Gateway] the service technicians are in control of their time,” says Wetherall. “They're getting information quicker, so they can respond quicker.” On the way to work in the morning, service technicians can begin reviewing work orders and planning their daily schedules. Then, they can start working immediately. Thanks to the new wireless access,



“With the productivity gains, this project has already paid for itself.”

*Sean Wetherall, Systems Designer,
TELUS*

remote workers don't have to stay connected to the server while they check work orders through AWAS. And, they get the added benefit of being able to view the history of each work order. Using the new system, service technicians can see details of each job, such as the parts that will be required to complete repair work. This allows them to be more prepared for each job before they go on site.

The wireless solution for seamless delivery of work

When the TELUS Customer Technical Services department first set out on their mission to enhance satisfaction for service technicians and customers, they looked to the expertise of IBM. As Wetherall knows, “wireless technology by itself isn't worth a thing without quality software and hardware behind it to make it work.”

Through the combined efforts of IBM and IBM Business Partner GE Capital Information Technology Solutions (GE Capital), TELUS found the solution it needed for its mobile workforce. GE Capital “went out of their way to help,” according to Miller. TELUS officials believe their solution is the first wireless deployment of the widely used GTE AWAS application.

The new wireless model uses IBM eNetwork Wireless Gateway for AIX® as its backbone. eNetwork Wireless Gateway—a middleware component of eNetwork Wireless Software—allows service technicians to access AWAS, the company intranet and the Internet. Service technicians use IBM ThinkPad® 380 laptops along with eNetwork Web Express as their tools to communicate with the home office.

eNetwork Wireless Gateway employs authentication and encryption to assure secure, managed access. The TELUS package included the gateway, software, hardware (the RS/6000® system), installation and project management. TELUS business partner Windermere custom-hardened the IBM laptops used in this venture, making them sturdy enough to hold up in all types of weather and conditions.

Four months after implementing the solution, TELUS achieved an average 26 percent increase in repair volume, and an average 24 percent increase in appointments met within the allowable, two-hour timeframe.

With 650 field service workers connected through the wireless system, TELUS feels certain that customers will be pleased by improvements in speed, responsiveness and efficiency. As Wetherall says, "With the productivity gains, this project has already paid for itself."

For more information

If you would like more information about eNetwork Wireless Software, send e-mail to mobile@us.ibm.com or visit us at www.ibm.com/software/network/mobile.

For sales support in the United States, call 1 888 695 7654; in other countries, call +1 914 766 8799.

For service support through the Mobile and Wireless Competency Center in the United States, call 1 800 950 7083.



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