



## CUSTOMER CASE STUDY

### STORK®

#### The Challenge

- Telecom order process costly and time-consuming
- Wide range of telecom devices and services
- Negatively impacts employee productivity

#### The Solution

- Ezwin Telecom Service Management (TSM™)

#### The Benefits

- Automated telecom processes
- One central overview for everything related to telecom
- Self service

### Stork streamlines telecom processes with Ezwin Telecom Service Management Workflow management service saves 75% of time spent on telecom management tasks

Stork increases the effectiveness and efficiency of its customers' industrial production processes. The company delivers systems, components and services, applying Stork's specialist know-how in the field of technology and production processes. The company serves customers in the Aerospace Industry and Technical Services area.

#### The Challenge

Stork has been working with Ezwin's Telecom Expense Management (TEM™) service for many years to gain insight into their telecommunications assets and costs at a central level as well as locally across more than 150 of their subsidiaries. The company recognized that they could further improve its Telecom Management by professionalising and central mechanisms that could coordinate MACD (Move, Add, Change or Delete) requests across the organization. Telecommunication services and devices were ordered locally by Stork's subsidiaries with limited guidance on what to buy. As a result this created a wide range of telecommunication services and equipment across the organisation causing errors and in many cases devices were ordered with the wrong subscriptions. This created a lot of frustration for Stork employees and it was costly and time-consuming for the organisation.

Stork wanted to appoint a service that would continue to give Stork's subsidiaries the autonomy to order their own telecommunications services but at the same time help them to order the right devices and subscriptions, where all requests are managed in a centralised platform. Stork turned to Micpoint for guidance. The Micpoint team recommended Stork to extend the Ezwin TEM™ service with Telecom Service Management (TSM™). TSM™ effectively is a workflow management service that defines standard workflow procedures for complex tasks. This will result in zero mistakes in standard activities and instant task allocation. Enterprises can be more efficient and lower operational cost by adding TSM™ to their Telecom Expense Management Services to help them to control every aspect of their telecommunications. Adding TSM™ services allows Stork to create a single tool to manage telecommunications, the service automates telecom-related processes and eliminates manual errors by stepping away from paper-based order procedures as much as possible.

#### The Solution

Ezwin teamed with Micpoint and Stork to develop a comprehensive overview of all of Stork's telecommunications workflows tailored to meet the company's requirements. The Ezwin/Micpoint/Stork team agreed on a phased approach for implementation of TSM™ the team agreed to go live within two months.

The Ezwin TEM™ services and TSM™ are offered as a Software-as-a-Service (SaaS). This offers enterprises a scalable and comprehensive solution that can be implemented quickly with no initial investment, SaaS applications can be planned and executed with minimal effort and roll-out activities.

With Ezwim's help Stork is better able to effectively and efficiently manage the growing complexity of telecommunications across the enterprise. Micpoint also strongly benefits as since the introduction of TSM™ Micpoint has experienced a 50% reduction in support requests from the Stork organisation.  
Ed Moné, Managing Director Micpoint

### About Ezwim

Ezwim, a global leader in Telecom Management, provides Telecom Expense Management and Telecom Service Management software to enterprises and operators. Ezwim's Software-as-a-Service (SaaS) solution enables global organizations to gain visibility into, and control over, the mobile and fixed communication assets and costs. Ezwim services enable dramatic telecom cost reductions and process efficiencies.

### About Micpoint

Micpoint is an end-to-end supplier of ICT services for both the mobile as well as the fixed telecommunications environment Micpoint services include:

- Mobile communication devices and services
- Fixed communications services
- Internet services
- Tracking & tracing
- Maintenance and consultancy

### The Benefits

Ezwim helped Stork realize a number of improvements in its Telecom Service Management, including:

#### A comprehensive telecom management service

Stork now uses a single service to manage: subscriptions, users, new orders and costs. Providing one central overview for everything related to telecom.

#### Automated telecom processes

Ezwim's TSM™ service saves Stork time and money by eliminating the manual process and automating standard telecom processes. Since the introduction of TSM™, errors have reduced significantly and the right devices are being ordered with the right subscriptions. Additionally approval cycles are now streamlined and take less time to execute.

#### All telecom service requests (IMAC) in one place

Complete overview of all service requests from an intuitive and easy to use interface.

#### Self service

Stork telecom administrators are now able to order handsets and report incidents, for example in an instance of a broken phone, Telecom Administrators can order a replacement with the correct device model number and subscription directly from the Telecom Management service. This creates for an improved user experience and employee satisfaction within the company.

Additionally, Ezwim continues to support Stork with professional Telecom Expense Management services, including:

#### Insight into telecom costs and up-to-date asset administration

insightful reports offer complete understanding of telecom cost developments and provide a full overview of telecom assets across the total organisation, individual locations, departments and employees.

#### Ongoing telecom management improvements

Ezwim's telecom expense management services help Stork to stretch telecom budgets. Stork continues to optimize its subscriptions based on information from the Ezwim service to ensure every employee is using the most optimal subscription type available.

#### End-user access

Stork employees can access personal telecom usage and cost information. This enhances cost awareness and assuming responsibility for telecom cost.

### For more information

To find out more about Ezwim services, visit us at [www.ezwim.com](http://www.ezwim.com)