



Bell Canada and Thoughtcorp Develop a Technician Scheduling Solution

Customer Profile

Bell Canada provides a wide range of advanced telecommunications services to consumers, small and medium-size businesses and large enterprises. BellTV, one of Bell Canada's key product brands, provides the highest quality and most comprehensive direct-to-home (DTH) services across the country.

Technology Used

- J2EE
- BEA WebLogic
- Oracle Database



The Business Problem

Bell TV has a large workforce of technicians who provide support for new and current customers. Bell TV staff's manual involvement in scheduling of technicians was resulting in response times of 3-4 days, profoundly dropping customer satisfaction levels. Bell TV had developed iSchedule, a solution to handle the booking of service and installation calls. Despite the use of iSchedule 1.0, service calls were scheduled using spreadsheets and manual assignment/approval procedures. The initial release of iSchedule 1.0 had been developed by IBM but since its original deployment, the business requirements had changed significantly. New lines of business had been added and the organization had grown substantially.

Bell established that to meet demands, the team needed to enable next day installs throughout the country, reduce the number of missed appointments and increase overall maintenance/install calls completed per day. The organization also wanted to generate more revenue and increase customer satisfaction by having customers use online services and increase competitiveness in the market. A new scheduling system was required that would facilitate these demands.

The Solution

Thoughtcorp produced an elaborate project proposal that incorporated Thoughtcorp methodology to ensure that Bell would meet these goals. The organization's in-depth knowledge of Bell TV operations coupled with their Business Intelligence thought leadership gave the organization the upper hand in providing a solution that would result in cost savings and support Bell's initiative well into the future. iSchedule and Technician Scheduling System was redeveloped as a web-based system using J2EE, BEA Weblogic BPM and Oracle Database.

The Solution

The new release of iSchedule and the Technician Scheduling System developed by Thoughtcorp considered a technician's skill set and geographical location to generate his or her daily schedule. The system's output was customizable based on neighborhoods allowing for more efficient service to both urban and rural centers.

As the project was not a staged deployment, Thoughtcorp also provided data migration services to ensure compatibility with the earlier release. Detailed attention and extensive effort was put into the data migration scripts to ensure a smooth transition.

Thoughtcorp provided all the necessary services for development and deployment of the product. Business Analysts worked closely with the client to capture all necessary requirements. After the development and SIT testing of the product was completed, Thoughtcorp coordinated client's User Acceptance Testing to ensure a clean and on-schedule deployment.

The Result

Bell TV takes pride into offering next day installs throughout the country. Reduced missed appointments have also helped increase customer satisfaction and the organization now handles over 2000 orders per day. iSchedule boast a .5% all day blue cal rate with 99.5% service up time. With the web services, Bell has a 0.5 second response time for its customers.

Real time capacity recalculation on technician schedules allows the organization to schedule calls on the fly and ensure that it makes the best use of a technician's time. Bell TV is now able to offer same day (next interval) appointments to its customers, a key differentiator in the market place.