

Customer Success



A Quebecor Media Company

“ A lot of our competitors are using laptops to handle work orders. But with BlackBerry smartphones, we knew we had everything we needed, leaving paper behind, and offering a more flexible, portable tool for our field technicians. ”

- Fidele Toghua, Senior Director, Technical Quality

Company: Vidéotron offers cable television, Internet access, cable telephony, wireless telephone and softphone services to customers in the province of Quebec, Canada.

Industry: Telecommunications

Region: North America

Company Size: Large – 4,000 employees

Email Environment: IBM® Lotus® Domino®

Type of Solution: Field Service, CRM and Dispatch Operations

BlackBerry Partner Solution: Field Force Automation by Soluteo

Business Challenge

Change from a paper-based work order system for field technicians to a wireless one that automates all administrative steps involved in handling a service call.

Solution

Vidéotron chose to build on their BlackBerry® solution with an application for field force automation by Soluteo. About 1,200 field technicians were given BlackBerry smartphones with Soluteo's mobile field force application that simplified dispatching and work order management.

Results

- Projected savings of \$1.6 million over three years
- Reduces need for dispatcher's activities
- Improves market competitiveness
- Encourages more effective, happier technicians
- Improves customer experience



“ The BlackBerry solution is great in terms of cost, flexibility and stability. The BlackBerry smartphone goes everywhere-- perfect for field technicians who move around a lot. ”

- Marc Montambault, Senior Director, Information Technology

