

**WELCOME TO
WFM®!**

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WHAT IS T-WFM®?

Workforce Management system developed by Prudent Ltd. is an excellent WorkForce/ WorkFlow supporting system that not only makes the organization of tasks easier, but provides up-to-date information to the management.

- NMS gateways – Alarm collection
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- Task generator

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- Task management

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- Skill management

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- Automatic dispatching

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- Route optimization

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- Asset management gateway
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WHY THESE MODULES?

Increasing competition on the market demand more precise control and up-to-date follow-up of work-processes. The architecture and high integration of WFM was designed and developed to match these business needs.

Base on up-to-date information the System carries out the factual evaluation of business processes and helps the management to develop the best-working organizational structure.

HANDLING TASKS



The core functions of the WFM system are managing, organizing, follow-up and querying tasks and work processes.

The System provides a well-arranged view for the users to manage daily workload easier and let the workforce plan and group their tasks according to their need. The system T-WFM provides the following main functions:

- receives activities and activity requests via interfaces to external systems, or from Excel files
- automatically merges activities or activity requests and organizes them into a tree-structure
- supports task generation based on templates
- the system can decompose tasks into subtasks and activities
- event based subtask enrollment and priority setting
- supports the allocation of tasks with several automatisms
- lists assets and all related activities
- displays task overview
- handles the priority of tasks, modifications of priorities and the escalation of tasks
- task may inherit properties from other tasks
- supports the push (allocated by the dispatcher) and pull (taken by technical operators) task handling model in a flexible manner
- supports the effective resource planning – both long term and daily - via graphical user interfaces
 - in time (Gantt-chart) and
 - in space (several maps)

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- multi-level status system supports the stand-by and scheduled tasks, also allows managers, dispatchers and employees to customize their views and always displays the relevant information
- the System is accessible on a WAP-based user interface to make wireless access available and to minimize documentation need
- notifications (via e-mail, SMS) can be automatically generated and delivered to selected people
- the system creates a knowledge base
- handles human resources

HANDLING RESOURCES



The System is able to handle all the important data of employees. The system is capable of handling

devices and tools, both itemized and stock level. T-WFM can also schedule and document the usage and capacity of these resources. Beside these core resource handling functions the T-WFM is able to:

- handle the organization structure of the company
- keep records of the owner, location (depot) and organizational dependency of both human and non-human resources
- display graphically the (even the future planned) usage of resources for a customizable period on a Gantt-chart, and create warning on collisions
- handle timesheet of employees
- handle special work-hours (training, on-call, vacation, etc.)

- handles physical resources
- assigns resources to assets
- handles attachment upload and download
- sophisticated tools to create user-defined reports
- provides wide range of logging possibilities; events, changes to task, catalogue changes can be logged and logs can be retrieved
- sends urgent tasks directly to employee's cellular phones
- supports dispatcher functions on cell-phone
- determine and show the location of the employees on a customizable detailed map
- import the night duty scheduling to show it in the System



handle substitutions – automatically gives the suitable rights to the substitute personnel

- import the data of resources from external systems (permanent synchronization) and group them into a hierarchical system
- skill catalogue can be mapped with task types
- skill based automatic dispatching of tasks

CUSTOMIZATION

A valuable advantage of T-WFM is its high customizability, which means: the customer has the right to customize the System to his/her own needs. This functionality considerably reduces development costs. T-

WFM offers the following settings for system operators:

- automatically generated notifications (e.g. automatically generated message can be sent to the dispatcher if the task has not been even started 2 hours prior to the deadline etc.)
- classification of resources, definition of resource type properties (e.g. itemized or stock level inventory.)
- properties of resources, tasks, locations
- definition of fields mandatory to be filled to register tasks
- starting time and running frequency of interfaces can be set up
- statistical report can be freely edited (SQL), the results can be sent to any people (via e-mail) or uploaded to any server (via SFTP)
- complete customizability of rights management (functional and organizational) supported by configurable templates
- any view can be exported to Excel or to a text file
- filtering on every displayed field (using functions on them e.g.: NOT, IS NULL etc.)
- the System handles the operator and dispatcher roles in a flexible manner
- handles the workdays and holidays in a flexible manner

STATISTICS MODULE

User can write individual SQL queries for reporting and statistical purposes.



Queries, query versions will be saved and those can be

retrieved and started any time. Results of queries are also saved and archived in T-WFM.

The main advantage of the general statistic module is that the user can specify on-line format the data to be retrieved from the Toolkit database.

Toolkit supports query scheduling, and CPU assignment (runs offline).

Results of queries automatically transferred via e-mail or FTP, SFTP to pre-defined addresses.

BUSINESS PROCESSES

T-WFM supports telecom fault handling processes via the following functionalities.

- Collects NMS alarms and all information from partner systems that provide the basis of task generation
- Automatically generates tasks and activities
- Automatically dispatches activities based on competency matrix
- Manages deadlines and activity status
- Supports long-term and daily planning
- Optimizes travel time by automatic routing between work locations
- Builds knowledge base in order to gear up problem solving and fault detection
- Supports reporting in a flexible manner

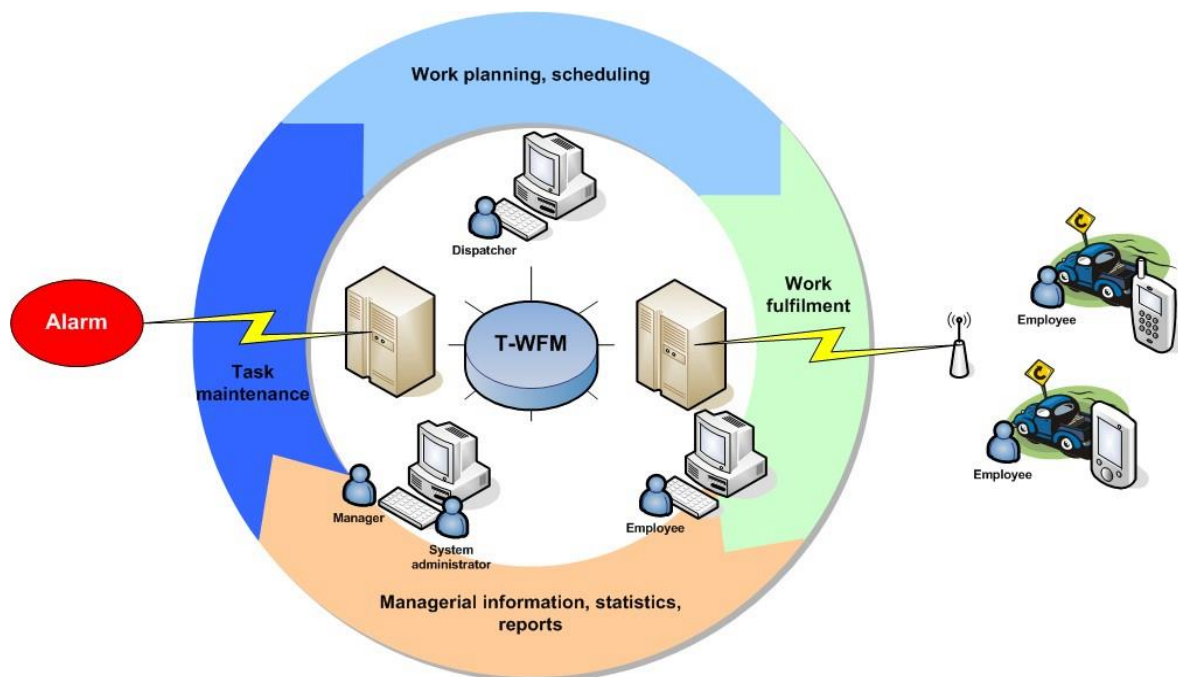
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- Reports activities executed on devices to asset management system
- Registers employee timesheet

Incident handling

Fault reports registered in the incident handling system serve as source for generating tasks and activities.



- Supports the development of workflow standards
- Supports organizational structure optimization
- Supports tracking of fault handling processes by logging

NMS

Alarms received from serve as source of generating tasks.

INTEGRATION

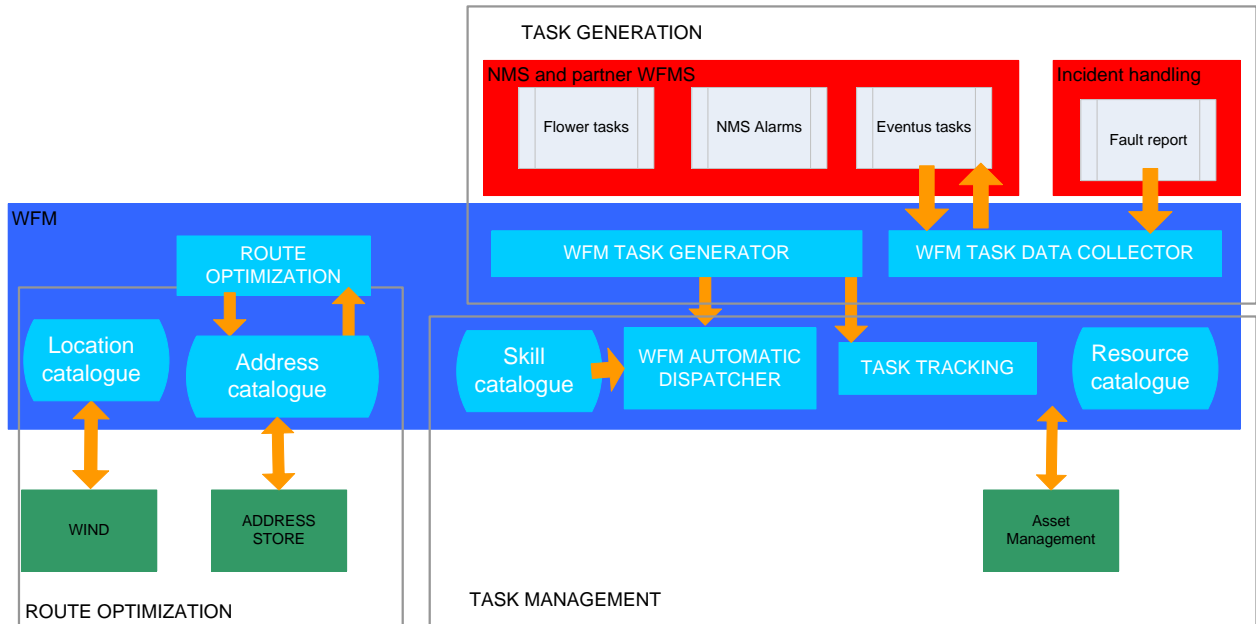
In order to enable a seamless and automated fault handling processes T-WFM is a highly integrated system.

FLOWer

Information received from FLOWer serves as source of generating tasks.

Eventus

Information received from Eventus serves as the source of generating tasks.



Asset Management

Asset usages are reported to asset management system.

WIND

Information received from WIND is loaded into the Location catalogue.

Address Store

Information received from Address Store is loaded into the address catalogue.

Tellabs

Information received from Tellabs serves as the source of generating tasks.

System advantages

- The system reduces service delivery and fault detection time, so improves customer satisfaction.
- Skill based automatic task assignment
- Optimization of travel route between work locations
- Optimization of the utilization of human resources – reduces overtime, the holidays can be planned according to the amount of tasks
- Workflows and resource utilization becomes transparent
- Graphical representation makes easier the identification of nonconformity and bottlenecks.
- Various alternative tools available to upload and update data from external sources
- Introduction of new technologies does not involve software development, because the system is fully parameter driven.
- Supports mass product operation processes and bulk uploads from different sources.
- Results CAPEX reductions
- On –line communication with other systems via interfaces ensures the consistency with different systems.
- ISO9001 certified development and support processes at the developer company ensures stable and reliable service maintain in the future.

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