

Enterprise™

Use Case

Zones Innovation Center is a multidisciplinary and collaborative technology environment that helps transform business use cases into working prototypes. Leveraging technology expertise, OEM alliances, and scalable technology platforms, Zones assists businesses in simplifying and accelerating their digital journeys. This use case showcases 'Enterprise' capabilities.

Solution Overview:

Enterprise™ is a Distributed Services Management Platform (DSMP) for organizations that need to capitalize on new technology investments. Implementing innovative technologies and services requires a platform that ensures consistent delivery from concept to reality across multiple stages of processing.

We combine Field Services Management (FSM), Workforce Intermediation, and Device Lifecycle Management (DLM) into one industry-leading platform. Distributed workforce management, project management coordination, intelligent dashboards, and robust reporting capabilities provide the best customer satisfaction possible. Service Delivery powered by Enterprise is faster, more scalable, more reliable, transparent, and intelligent.

Enterprise enables us to scale massively while remaining accurate, reducing device failures in the field, and incorporating automated quality control throughout the process. Enterprise has many features including but not limited to the ability to automate the configuration of devices that come through our lab. This means that Zones can schedule devices for configuration, apply the specific data in accordance with our client's scope and automate quality checks while preparing these machines for the field. When complete, Enterprise will do the handoff for our field services team that handles the last mile integration for your sites.

Lab Overview:

Scenario:

- Ecosystem with new technology installations.

- Numerous pieces of technology on large scale.
- Existing technology to remove from client landscape.
- Numerous moving pieces bring challenges with managing changes in a scheduled and controlled manner.

Approach:

- Utilize Enterprise to organize work into smaller assignable work orders.
- Establish criteria by which resources will collect and store.
- Manage work in life cycle format, tracking scheduled remaining work and completed work.

Direct access for clients to self-monitor project work and direct access for project reporting.