

CUSTOMER SUCCESS STORY



image: Freepik.com

Industry

One of the biggest players in UK's telecom market

Location

UK, Europe

Product

Digital Automation Platform
Comidor v5.8

Integrations

8 systems

Jira, Redmine, Spark, Slack, company's internal systems (Pumba, IFS, Red Prairie, Clarity)

UK's Leading Telecommunications company

This company, reaching over 95% of the UK population, offers individuals and businesses of all shapes and sizes an exciting array of opportunities on TV, online and on the go, broadband and mobile.

Comidor Ltd., the solution provider of Comidor Platform, powered by Low-Code BPM and AI, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.

Comidor Company vision

"to shape the future of work, where people and robots are evolving to work together towards sustainable development goals."



2 Cases - 1 Business Challenge: Delivering real, rapid digital automation

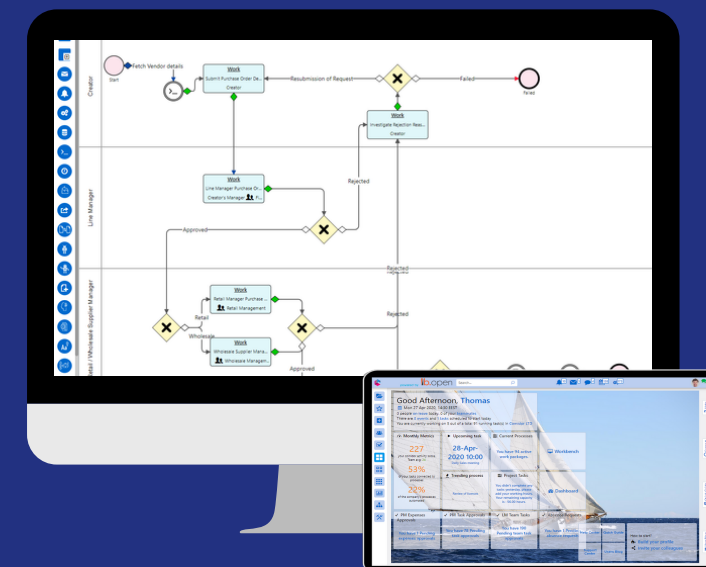
Our customer as part of their corporate strategy to transform the TV advertising and the Communications industry, was looking for a solution that would allow them to:

- automate the processes and Project Management life cycle in their Operations department
- manage their Mobile Card Orders in inter-department process among five departments of the company: Central Trans Logistics (CTL), Development, Supply Chain, Information Systems (IS), Internet Service Provider services (ISP Services)



Why Comidor?

For this company, the whole idea of automating processes and adopting a high-end digital automation solution was an innovative opportunity, to ignite digital transformation in their business. Co-operation with Comidor turned this idea into reality by offering a holistic approach for process automation, project and order management; all integrated into a single platform with one UI.



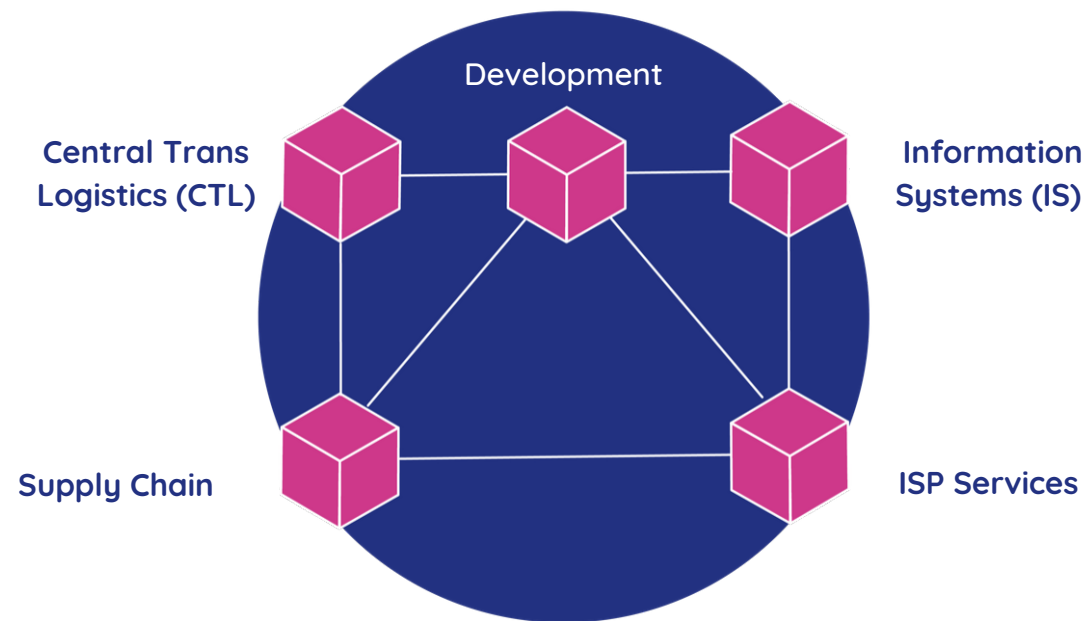
1 Business Problem

Mobile Card Order Management refers to the end-to-end process of managing the orders of a new batch of mobile cards from supply planning and order placement to accepting the delivery of new mobile cards into the UTL Warehouse.

The main problem areas were:

- Absence of an end-to-end process management capability
- Use of multiple systems without any integration
- Partial and misleading process or activities status
- Operational management of the Security Servers
- High volume of contacts and complaints

2 Our Solution



- ✓ Completed end-to-end Order Management process. The whole process is mapped in Comidor including actions occurred externally and within Comidor
- ✓ All third-party systems integrated with Comidor exchanging data
- ✓ SLA status tracking and real time notifications and e-mail triggering

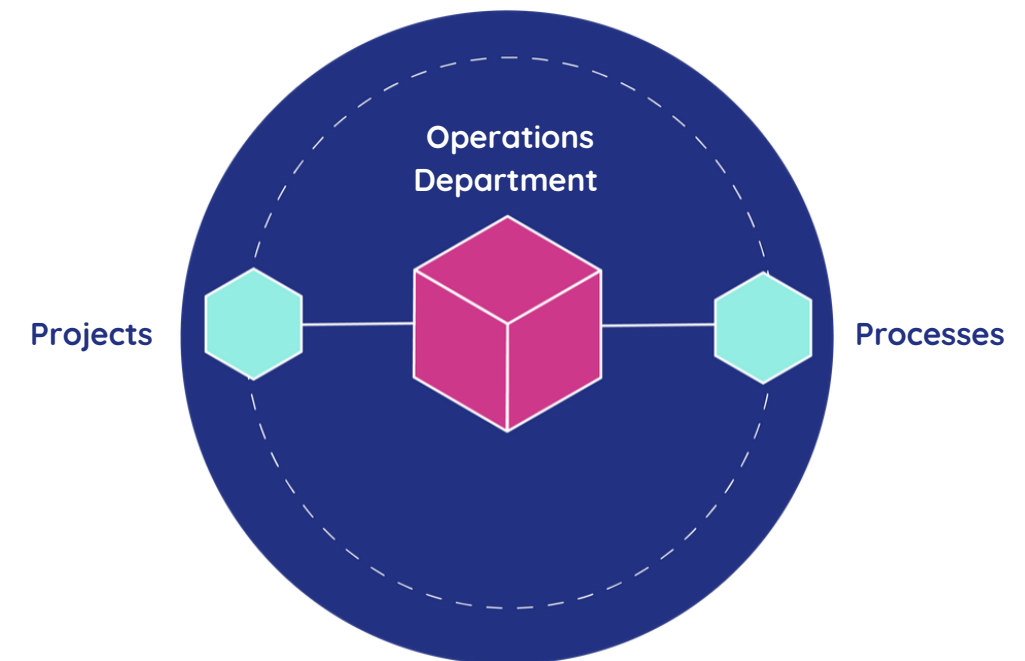
1 Business Problem

The company was looking for a solution for process automation and project planning. Our customer needed to create projects and processes, assign resources and workflows to each project and process, and view milestones and Burndown charts.

More specifically, the main business requirements were:

- Creation of requirements and deliverables for each project
- Addition of tasks on the projects/processes
- Risk reporting
- View of resource allocation per project
- Tracking and ticketing System integration
- Integration with company's internal systems
- Document management

2 Our Solution

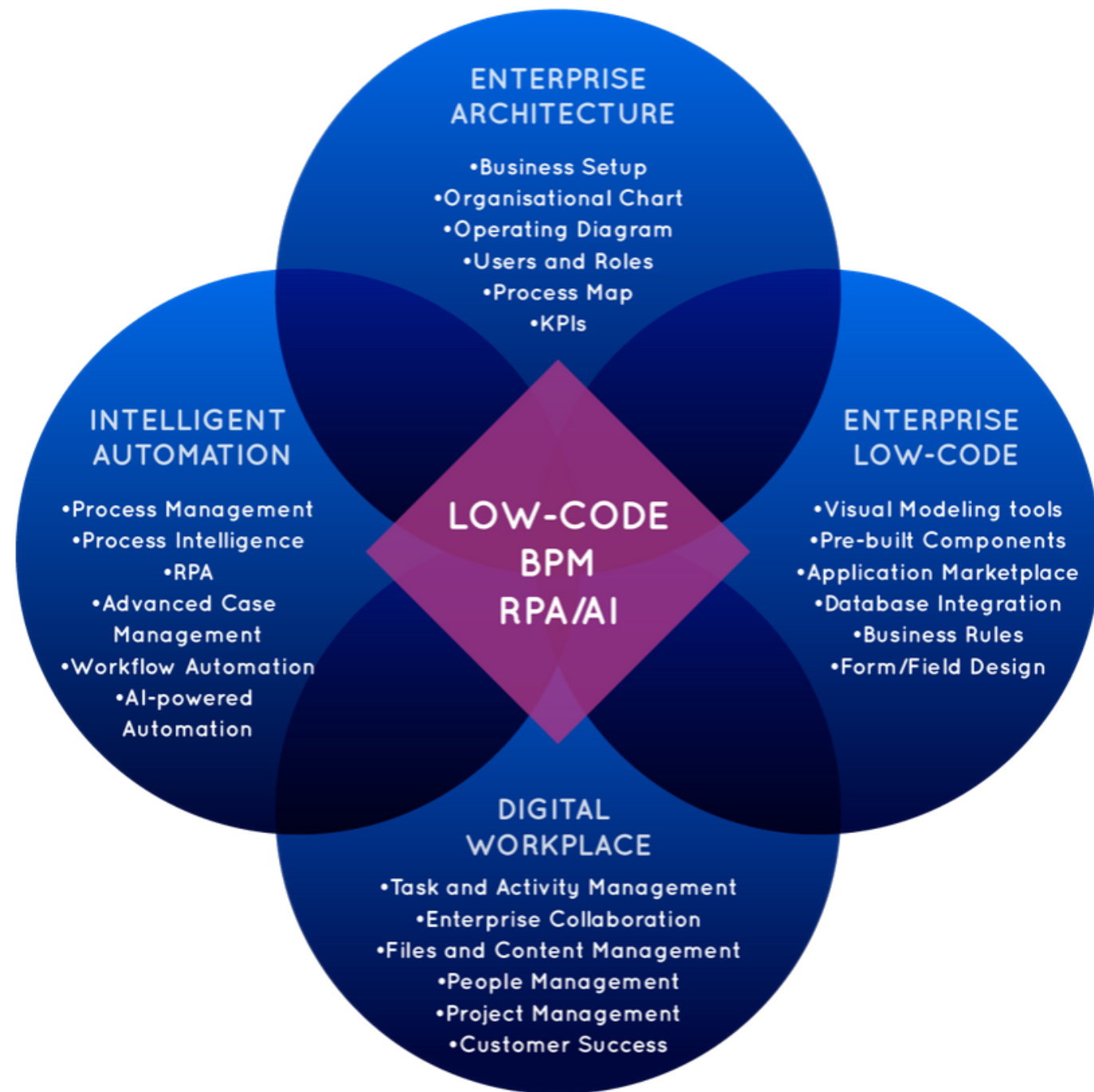


- ✓ **Monitoring:**
Project work progress | just-in-time deliverables | KanBan boards
- ✓ **Reporting:**
Cross-project | Resources Allocation | Project performance
- ✓ **Integrations:**
Jira | Redmine | Spark | Clarity | REST integration with company's internal systems

COMIDOR

DIGITAL AUTOMATION PLATFORM

Harness the power of Low-Code BPM and AI



Do you need more information?

Contact us



customer.success@comidor.com



UK : +44 (0) 20 3397 8057



www.comidor.com

GR : +30 2310 402522

