

AMIRA

WorkForce Management

AMIRA is the WorkForce Management module for managing and carrying out field activities on copper access (fixed landlines, ADSL), FTTH (fiber optics) or Mobile (GSM/Wireless base stations) Networks.

Key Benefits :

- ✓ Resources and activities optimization
- ✓ Automated management of the activities
- ✓ Improvement of activities planning and appointments scheduling
- ✓ Better control of contractors and other external resources
- ✓ Activities traceability and dematerialization of work orders
- ✓ Improved experience feed-back through maintenance reports history
- ✓ Existing IS interface for improved command and control

Functionalities

- Personalized display :
 - ▷ Sorting function with selection filters
 - ▷ Color coding according to order urgency
 - ▷ Activity reports, control data and attachments display
- Instant display of:
 - ▷ Work order (WO) items as created by the operator (contract type, schedule, appointment, attachments, etc.)
 - ▷ Work load on day D, D+N
 - ▷ Graphical display of teams availability ratio
 - ▷ Graphical display of work orders progress
- Work orders management:
 - ▷ Work order reception or creation
 - ▷ Work order diagnosis and approval
 - ▷ Manual, assisted or automatic work order allocation
 - ▷ Work order allocation on D, D+1, D+N, on the fly
 - ▷ Work order cancellation, resetting, delaying, change, reallocation, and closing
- Parameters customization:
 - ▷ Teams: personnel and competences, area of activity, vehicle and equipment
 - ▷ Entities, automatic allocation items, alarms, invoicing details
- Alarms : not downloaded, not started, time overrun, work stopped, WO not closed, etc.
- History: WO follow-up, alarms, measurements, etc.
- Statistics and dashboard: comparison indicators (per zone, per teams, etc.) forecasted revenues, invoicing information

AMIRA is a module from TRACEIS, the dedicated platform for the Management of nomadic O&M Activities exclusively developed by CINTEL for fixed and mobile telecoms operators. It can be completed by the MOBILITY and DATA ACQUISITION modules.

For more information, download our leaflets at www.cintel.fr/en