

CUSTOMER SUCCESS STORY



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
- automate the mobile card order management process and interconnect all the involved company departments and systems (External Provider, Supply Chain, Information Systems (IS), Development, Central Trans Logistics (CTL) Warehouse)



UK's Leading Telecom company

One of the world's leading telecom companies, a provider of TV, broadband internet, and telephone services, reaching over 95% of the UK population, offers individuals and businesses of all kinds and sizes an exciting array of opportunities on TV and wireless internet, online and on the go, broadband, and mobile.

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



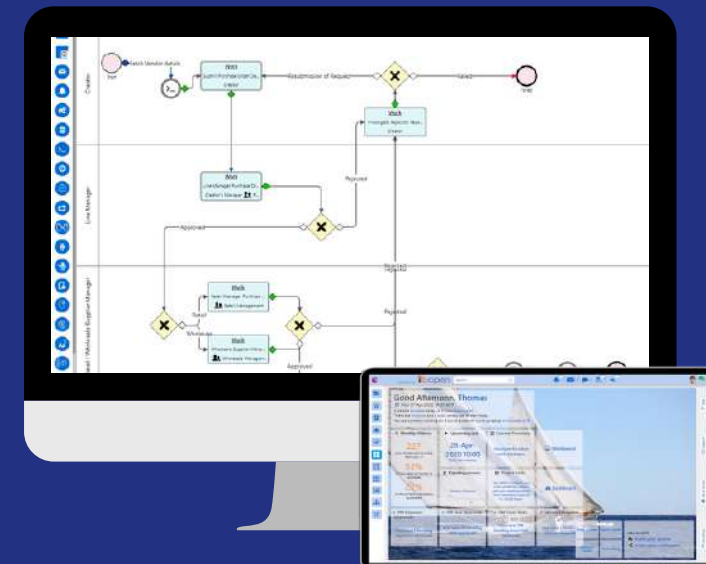
Comidor Company vision

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

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.

The 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.



- Industry
One of the biggest players in UK's telecom market
- Location
UK, Europe
- Product
Digital Automation Platform
Comidor v.5.8
- Integrations
8 systems
Jira, Redmine, Spark, Slack, company's internal systems (Pumba, IFS, Red Prairie, Clarity)

1 Business Challenge

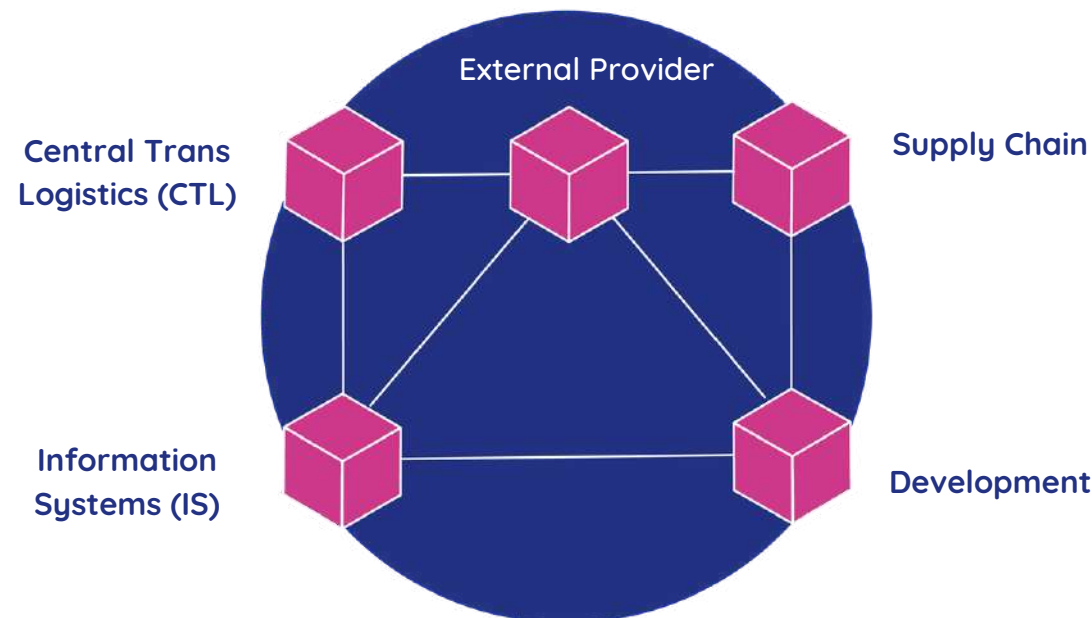
Our customer was looking for a solution that would allow them to manage their **mobile card order management process** among five departments of the company and an external provider. At the same time, they wanted to **interconnect** all the involved parties and different systems. With a focus on the enhancement of the current mobile card ordering process, the company was looking to deploy an off-the-shelf Business Process Management (BPM) solution that would provide workflow orchestration, monitoring, and assurance features.

The main business needs were:

- A BPM solution with end-to-end process management capabilities
- Multiple systems integrated into a single platform with one UI
- Visibility over processes and activities and a single view of the order status
- Operational management of the security servers
- Management of high volume of contacts and complaints
- Elimination of errors due to the replacement of mobile cards

2 The Comidor Solution

The solution provided by Comidor was a **Low-code application with a powerful workflow**, that orchestrates all the steps of the mobile card order process.



- ✓ An end-to-end order management process
- ✓ SLA status tracking, real-time notifications, and e-mail triggering
- ✓ Four two-way integrations with internal systems and other siloed software
- ✓ Multiple mobile card profile types within a single order
- ✓ Enhanced collaboration among different departments
- ✓ Improved stakeholder' visibility and customer satisfaction

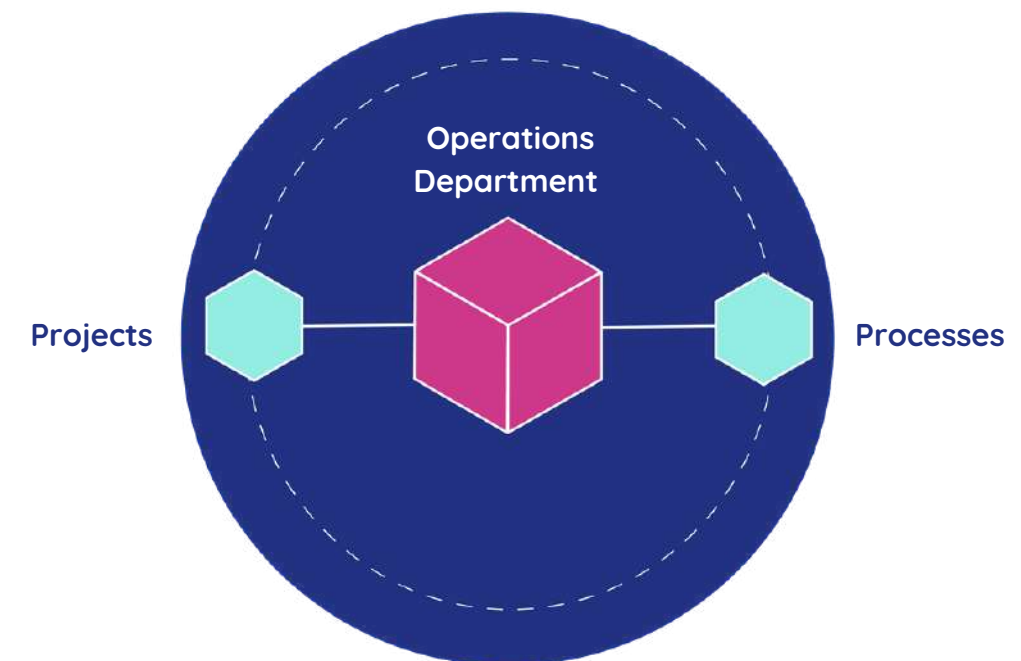
1 Business Challenge

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 needs were:

- Creation of requirements and deliverables for each project
- Assigning 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

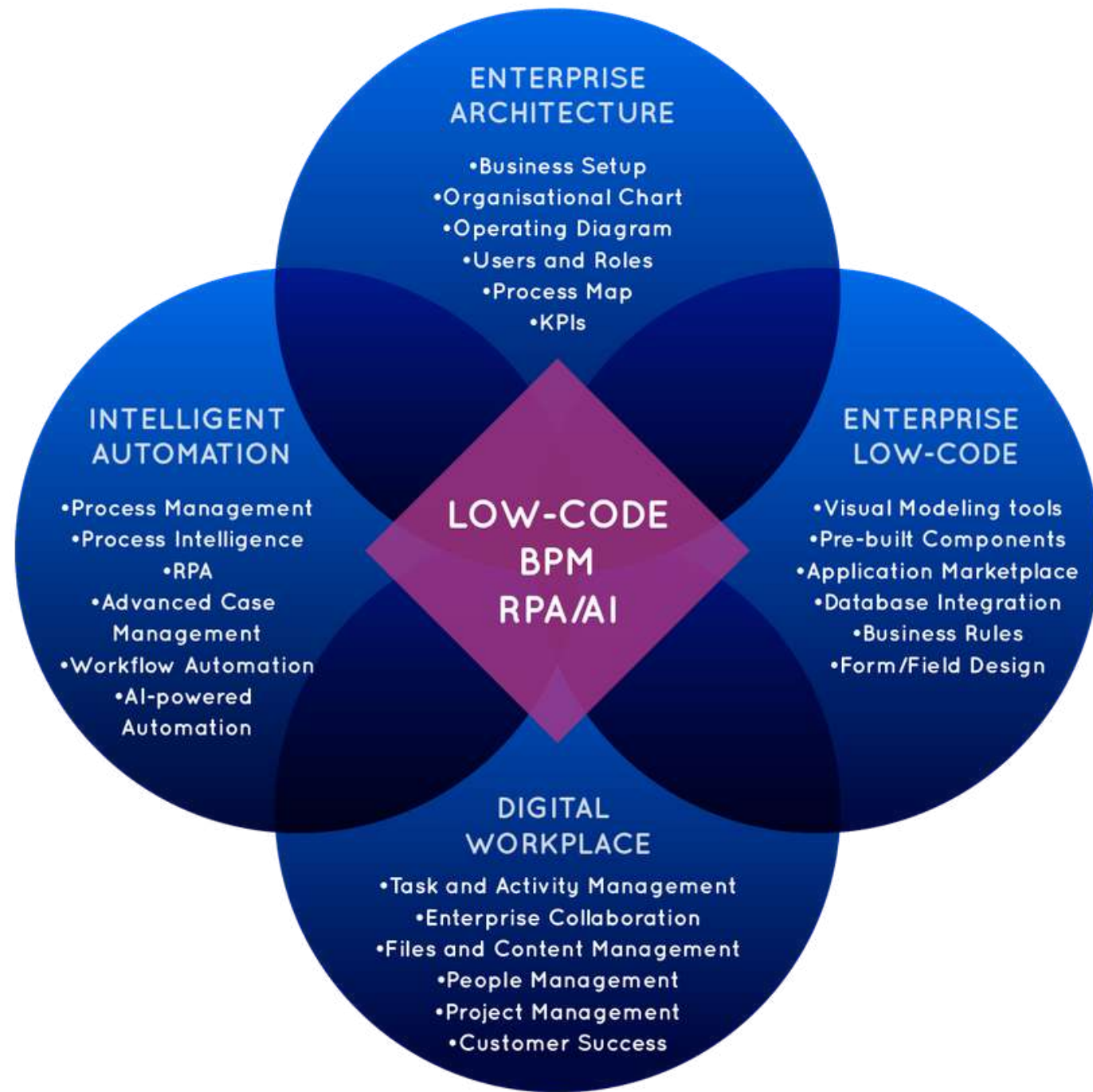
2 The Comidor Solution



- ✓ **Automation:**
Workflow creation | Process Orchestration | Task Assignment
- ✓ **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

LOW-CODE, BPM & AI IN A NUTSHELL



Do you need more information?

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