comidor

One of the biggest players in the UK telecom market

Customer Success Story

Industry
Telecommunications

Location
UK, Europe

Overview

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.

Business Challenge

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 Transp. Logistics (CTL) Warehouse)

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.

Impressive Insights

100

Comidor users

8 system integration

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

Cases

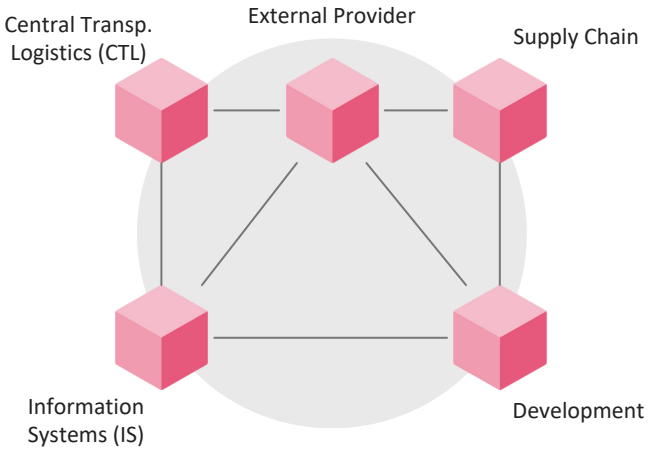
A. End-to-end Mobile Card Order Management Process

Our customer was looking for a solution that would allow them to **manage their mobile card order management process among the 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.

Business Challenge

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



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

2 cases - 1 business challenge:
delivering real, rapid digital automation

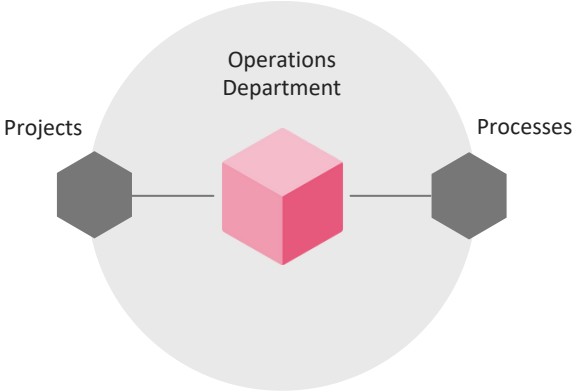
B. Operations Department Automation

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.

Business Challenge

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



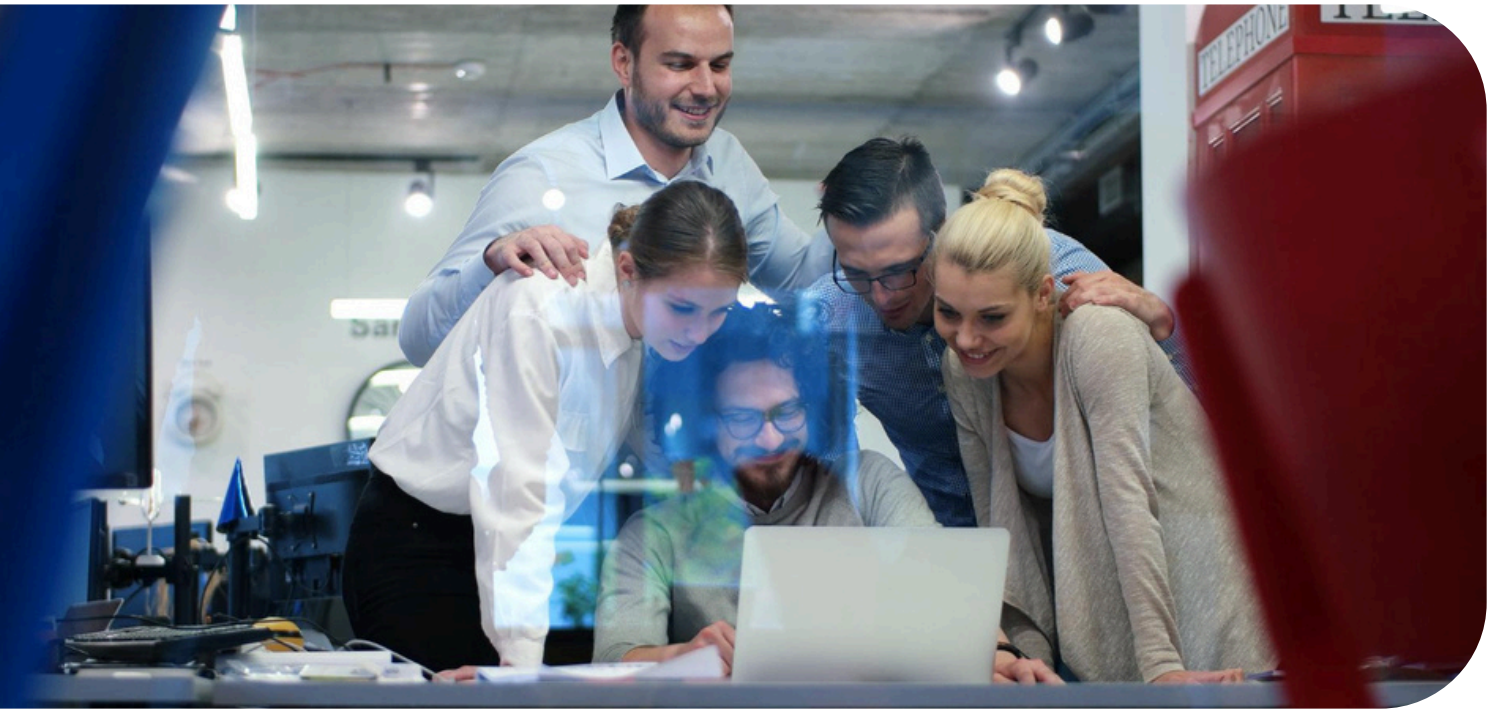
Comidor Solution

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



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ABOUT COMIDOR

Comidor is an innovative business automation solution provider with a global footprint, operating in 17 countries through a strong network of business partners and solution providers. With a growing user base of over 100,000 daily users and more than 500 clients—including leading enterprises in pharmaceuticals, telecommunications, industrial automation, and professional services—Comidor is trusted for its scalable and future-ready solutions.

Comidor offers an all-in-one Intelligent Transformation Solution, delivered as-a-Service, designed to help fast-growing businesses orchestrate, automate, and autonomize their operations. The platform brings together a digital workplace, customizable business applications, intelligent workflows, and a robust no-code/low-code application development environment. It enables end-to-end process orchestration and automation through BPM, workflow automation, and RPA, while leveraging AI and ML for real-time, data-driven intelligence. Beyond technology, Comidor integrates implementation methodology, and expert services to ensure organizations not only adopt innovation but achieve measurable, value-based outcomes.

Comidor's proprietary cloud-based technology is multi-layered and secure, certified under ISO 9001, ISO 27001, SOC-2, and GDPR. Whether you're looking to improve operational efficiency, boost agility, or scale innovation, Comidor empowers you to do more with less complexity.

Get in touch

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