Swisscom: Integrated Resource Management using SharePoint technologies

CS Campana Schott

Swisscom was looking for a SharePoint-based resource management platform in order to obtain a reliable overview of the capacity utilization of their system engineers. They implemented a solution with a focus on usability, transparency and integration of third-party systems.

In order to service business customers every day, Swisscom systems engineers have increased the number of complex projects with geographically distributed teams. The Excel-based solutions used could no longer provide transparent and reliable capacity planning for the engineers. It was difficult to derive reports about the availability of individuals or skill groups: the data was distributed over several source systems. Thus, it was not possible to establish a uniform assignment and approval process for all systems engineers. Campana & Schott's consultants helped to develop an integrated resource management solution to meet Swisscom's requirements. The design of the organizational process was an important part of the project. Campana & Schott coordinated closely with Swisscom to realize the technical implementation in multiple steps. The following describes the approach used to implement the requirements as well as the solution's technical details.

Client profile

Swisscom is the leading telecommunications company in Switzerland with about 6.4 million cell phone customers, more than 1 million Swisscom TV customers and more than 2 million broadband connections. With over 20,000 employees, Swisscom produced revenue of CHF 2.82 billion in the first quarter of 2014. As a leading supplier of business communications, the Enterprise Customers Business Unit serves large companies in their planning, implementation and operation of information and communications infrastructure.

"The RM@CBU resource management solution from Campana & Schott created complete transparency for the assignment of staff resources."

Beat Fischer
Director Engineering East

Client profile

Swisscom is the leading telecommunications company in Switzerland.

As a leading supplier of business communications, the Enterprise Customers Business Unit serves large companies in their planning, implementation and operation of information and communications infrastructure.

Starting situation

Swisscom's system engineers implement projects according to customers' needs of varying complexity. Transparent resource planning is an important success factor. Missing transparency led to inefficient allocation of effort to staff.

Solution

Swisscom's project team and Campana & Schott's consultants developed processes and the technical requirements needed in order to implement a user-friendly solution through Campana & Schott's SharePoint experts.

The solution developed is based on SharePoint technology. In order to ensure high data quality and availability, the solution leads users through the process steps. Swisscom is using the solution to prepare the data according to needs, and present it live.

Results

The significant added value of the solution was already evident shortly after introduction, saving time and reducing e-mail traffic. The live data assessment using various dimensions makes forecasting easy.

Situation

Swisscom's system engineers ensure that the communications infrastructure accommodates the quickly changing needs of their business customers. They coordinate and implement technical requirements of varying sizes and complexity at the same time. Thus transparent resource planning is an important success factor at Swisscom.
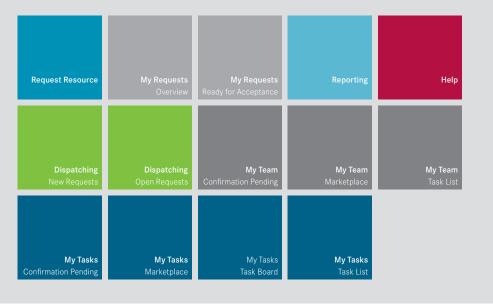Lack of transparency throughout the entire unit, as well as the complex integration of different data sources, and the difficulty linking resource requirements with resource-specific skills meant that required work was not efficiently distributed among the staff.

Solution

Campana & Schott's consultants worked with Swisscom's project team to first outline the processes and responsibilities to be established and implemented, and then to configure the technical requirements. Campana & Schott's SharePoint experts implemented the technical components of the resource management solution giving creation of a user-friendly interface, simple maintenance and easy data assessment a particular priority.

The result: a solution based on SharePoint technologies. In order to ensure high data quality and availability, the solution leads users through the process steps, automatically prepares the data in line with demand and presents it live in the SharePoint user interface (Fig. 1).

Fig. 1:
Tile navigation for quick, clear and intuitive operation of RM@CBU

Request Resource	My Requests Overview	My Requests Ready for Acceptance	Reporting	Help
Dispatching New Requests	Dispatching Open Requests	My Team Confirmation Pending	My Team Marketplace	My Team Task List
My Tasks Confirmation Pending	My Tasks Marketplace	My Tasks Task Board	My Tasks Task List	

Key figures

- **Project duration:**
  October 2012 – August 2013
  (11 months)
- **Training effort:**
  - Resource managers:
    1-day training
  - Systems engineers:
    two-hour web session
- **Employees:**
  About 300 systems engineers
  and resource managers
- **Improvements:**
  Automatic integration of third-party systems, data consistency and quality, transparent live data for resource assessment, future scalability

Software and services

- **Technical basis:**
  Microsoft SharePoint Server 2010
- **Software used for implementation:**
  SQL Server, SQL Server Reporting Services, InfoPath
- **Resource management logic:**
  CS Resource Management
- **Supporting user-friendliness:**
  CS Task Board
- **Software to integrate third-party systems:**
  CS Connect

"RM@CBU saves me a lot of time. The responsible customer engineer is already deposited, and I can pass on the order directly. Finally, I have a tool to work with!"

Werner Huber
Dispatching Engineering

Results

The implemented resource management solution is based on a dedicated database in which both resource requests and employee-specific information, such as availability, knowledge and skills, are stored. The automated integration of third-party systems avoids redundant data maintenance. This saves time and ensures high quality data.

Users can prepare requests using forms and process them (Fig. 2) using an intuitive user interface that leads them through the process, step-by-step. CS Task Board helps system engineers by giving them a simple way to organize and see an overview of their own tasks (Fig. 3).
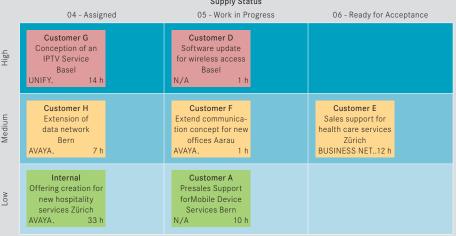
Software und Services

Fig. 2:
Details on Resource Planning

Fig. 3:
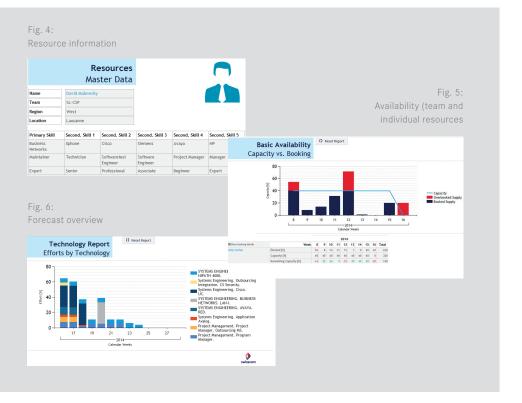CS Task Board provides overview and management of assigned requests for system engineers.

The users assess live system data using various dimensions, for example by person, teams, skill groups or regions. This offers team leaders and management transparency and well-founded forecasts. It also provides for the status and history of a request (Fig. 4–6).

It was clear shortly after introduction that the Swisscom staff are benefitted from the Share-Point solution through time-savings by assigning staff effectively, increased quality, shortened and stable run times, and increased transparency. During the 2-month trial period systems engineers and team leaders received far fewer e-mails related to resource planning and automated e-mails were reduced by 10,000 per year.

The architecture chosen provides for expansion. Swisscom plans to connect Microsoft Project Server projects to the existing implementation in the near future. The integration of resources from other departments is already provided for in the architecture.

Fig. 4:
Resource information

Fig. 5:
Availability (team and individual resources

Fig. 6:
Forecast overview