

FREEDOM FIBRE

Freedom Fibre, a wholesale broadband provider specialising in optical fibre infrastructure, required a dynamic and scalable system to support its evolving operations. The solution needed to efficiently manage critical processes, including order management, inventory tracking, and service desk workflows, ensuring smooth operations while accommodating future growth.

OBJECTIVE

Freedom Fibre sought a versatile solution to enable efficient management of wholesale orders, network equipment inventory, service desk tickets, and lead tracking. Their primary objective was to implement a minimum viable product (MVP) quickly to begin operations while leaving room for continuous development and scalability.

SOLUTION

SaaSAM, leveraging the Agiloft platform, developed a tailored system to meet Freedom Fibre's unique requirements. Key elements of the solution include:

- Customised Order Management: Handling wholesale broadband orders with advanced task tracking for service activation.
- Inventory Management: Centralised tracking of network equipment and its allocation to specific orders.
- Service Desk Enhancements: Tailored workflows for broadband service support, integrating service requests, incidents, and change management.
- Service Availability Tool: Instant verification of network service availability, adaptable to ongoing changes.
- Lead and Campaign Management: Supporting broadband sales with dedicated tools.
- API Integration: Seamless third-party system connectivity for order placement and installation scheduling.

BENEFITS

The project delivered a robust, scalable system that:

- Centralised order and inventory management, reducing manual effort.
- Automated service desk workflows for broadband support.
- Enhanced operational visibility and scalability for Freedom Fibre's growth.

AT A GLANCE

CHALLENGES

- Building systems from scratch to support a new startup's operations.
- Addressing complex broadband-specific needs like service availability and network infrastructure management.
- Managing resource constraints while delivering ongoing development and customisations.

BENEFITS

- Reduced time and effort in managing orders, inventory, and service desks.
- Scalability to accommodate Freedom Fibre's ongoing growth.
- Enhanced data quality and operational visibility through automation and reporting..



FREEDOM FIBRE

Project team

"The SaaSAM team exceeded our expectations by delivering a flexible and user-friendly system that has become the backbone of our operations. Their expertise and responsiveness have been integral to our success."

For more information on how SaaSAM can streamline your contract management and help achieve your business goals, visit SaaSAM Group at www.saasamgroup.com