

VTR Global



An enterprising company.

VTR is the main telecommunication company in Chile, with revenue of US \$558.9 million. It has 812,000 television customers, 505,000 Wide Internet band customers, and 510,000 telephone customers. It must maintain assets including 17,992 kilometers of coaxial network, 5,400 kilometers of optic fiber, 2,249,000 home connections, and 89,604 fixed assets.

Setting the strategy.

As a telecommunications service provider, VTR needs to maintain many network assets, such as cables and hardware. Maintenance is a vital part of their business operations because the reliability of their voice, video, and data services is critical to customer satisfaction.

“ We have seen a remarkable increase in our quality of service and savings in maintenance costs. ”

MATIAS PIZARRO, OPERATIONS MANAGER,
VTR GLOBAL

Getting business specific.

"We faced a difficult challenge. Our mission was to improve the quality of our network service and decrease maintenance costs," says Matias Pizarro, operations manager, VTR Global. To address these enterprise asset management (EAM) needs, the company selected Infor™ EAM Enterprise Edition. According to Pizarro, the solution was chosen because of its world-class asset management capabilities and its large installed base, and because it is a proven, business-specific solution with great acceptance in the telecommunications sector. VTR also recognized Infor's growing presence in Chile and its local support capabilities.

Seeing results.

"Since deploying Infor EAM Enterprise Edition, we have seen a remarkable increase in our quality of service and savings in maintenance costs," says Pizarro. The control platforms provided by Infor EAM Enterprise Edition have helped VTR optimize:

- The quality of service in devices installed in customers' homes, including the ability to control service quality remotely.
- The implementation of proactive plans in case of network failure, as well as lower overall network failures.
- Installation certification.
- The avoidance of network and equipment failures, minimizing downtime.

The implementation is helping VTR to streamline and control processes, and establish an efficient system to manage assets with preventive and corrective maintenance activities. To date, results include the following:

- Network unavailability has been reduced to just five minutes per home per month.
- Time between repairs has been reduced to just 30 minutes for massive service losses.
- Customer service claims have been reduced from 0.82 percent to 0.25 percent.

Infor EAM applications allow customers to maintain, manage, and improve the performance of their capital asset infrastructure, including manufacturing equipment, fleets, and facilities. These solutions combine asset management functionality and reporting with analytics to deliver a powerful platform for optimizing enterprise asset performance. Infor EAM solutions go beyond traditional management of assets, providing information that helps companies identify key trends and anomalies, forecast performance issues, and make forward-looking decisions to take effective action.

About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

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