

Comarch Completes the Implementation of Comarch's Field Service Management solution for WildBlue Communications

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At the end of 2009, WildBlue Communications, Inc., a leading high-speed satellite Internet service provider, signed a master technology and services agreement with Comarch, Inc.

Comarch has now completed deployment of the Field Service Management (FSM) solution. The FSM solution is designed to efficiently manage the end-to-end work order fulfillment process, from initial scheduling and dispatch, through onsite work and final completion. The Comarch FSM implementation for WildBlue is a seamless solution that takes service management to the next level, featuring tight integration with existing third party order management solutions, automated work order routing and matching based on technician skills, location, and availability, and supports the management of the entire work order lifecycle. This solution will benefit WildBlue in a variety of ways, allowing for route and work effort optimization, remote access to third party contractors within the fulfillment network, as well as more precise scheduling, which will increase end-user satisfaction.

“We are pleased to announce our agreement with Comarch. We believe their resources will aid us in providing an excellent consumer experience to our customers. The flexibility and ease of integration of Comarch offerings was one of the primary reasons we made the decision to use them,” said Lloyd Riddle, VP of Field Operations for WildBlue Communications, Inc.

“We are excited to work with WildBlue and provide them with products that best match their needs, such as the recently implemented Field Service Management solution. We also look forward to providing any support necessary that will contribute to their success. We are excited that WildBlue has chosen our FSM solution, as it is a great tool to improve and manage work order fulfillment,” said Darius Ner, President of Comarch, Inc.

About WildBlue Communications:

WildBlue Communications, Inc. was established to provide broadband access to consumers and small offices in areas unserved and underserved by terrestrial broadband internet services. WildBlue high-speed satellite broadband service is easy to use, reliable, and significantly faster than standard dial-up service. It opens a window to a world of rich content that is largely unavailable through dial-up service and is accessible in areas traditionally underserved by cable modem or DSL service. Service is available in the contiguous United States.

About Comarch:

Comarch is a leading global supplier of key industry standard compliant software solutions and services for telecommunications service providers. The company offers core business and operational support systems, service delivery platforms and business-driven solutions that lead to higher efficiency and security of client IT architecture. One of the company's fundamental distinguishing factors is our focus on the flexibility and configurability of our solutions, which are developed in-house and customized to suit the specific needs of our customers. With over 17 years of experience, Comarch is expert at the design, implementation, as well as integration of our solutions and services. We are proud to work with customers from four different continents, including some of the market's largest players, such as T-Mobile International, Vodafone Germany, Telefónica O2 Germany, as well as MVNO operators such as Auchan Telecom, France. The satisfaction of Comarch's customers has always been the strongest confirmation of the quality of its solutions in the areas of billing and inter-partner settlements, as well as management of telecommunications networks and services.

Comarch's solutions for telecom operators are intended for Fixed, Cable and Broadband Operators, Mobile Operators, Wholesale Departments, MVNO/MVNE Operators, ISPs and VoIP Operators, Content Providers and IPTV Operators and Satellite Service Providers.

More information at: telecoms.comarch.com.

Comarch
Al. Jana Pawla II 39a
31-864 Krakow

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