

# CUSTOMER SUCCESS STORY





## Comlink Solutions Background

Comlink Solutions provides high quality utility construction, fiber optic splicing, and testing services to regional and national data providers. Comlink Solutions' business model is entirely focused around Field Service work but their team had no way of accurately or efficiently managing their Field Service team through their current systems. Utilizing a multitude of CRM instances there was no source of truth and several manual steps to complete any type of job. Comlink Solutions needed a single system to track jobs in real time, measure KPIs, and implement strategic change within their organization. Comlink Solutions turned to Cirrius Solutions and our Field Service Management expertise to solve their challenges.

**Headquarters:** Plymouth MN | **Industry:** Telecom | **Website:** [comlink-solutions.com](http://comlink-solutions.com)



Our experience with Cirrius Solutions was exceptional to say the least. From the initial communications and scoping calls, through to the final rollout, their team was professional and attentive to our needs. Their communication was consistent and effective which meant that we were never uncertain with the project status. They made execution seamless and provided such valuable best practices to our organization. They have expanded our capabilities and helped us maximize our Field Service operations. Having also worked with other partners, we value the approach that Cirrius takes and their superior delivery of service. The Cirrius team is focused on execution which made a world of difference!

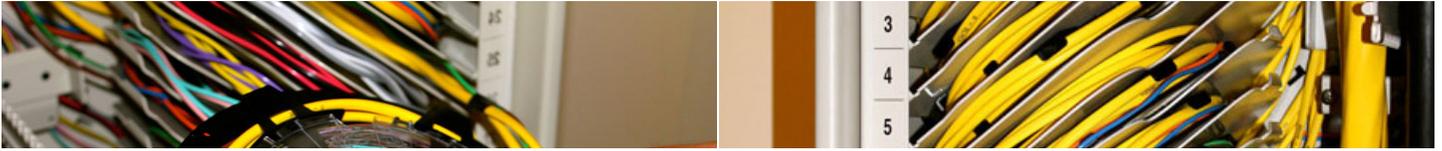
## The Challenge

Prior to their partnership with Cirrius Solutions, Comlink Solutions' service processes were complex, manual, and required a multitude of resources to communicate accurately to the field agents. They lacked a clear process, proper oversight, and communication directive.

The field service team needed better insight into projects overall and how to document their completed work. Internally there was limited user adoption of current procedures due to the complexity and multitude of systems needed.

Management had minimal information to evaluate key performance indicators (KPI's) to strategically shift their business to drive optimized process performance.

After conducting a three-day requirements workshop with the Comlink team to fully understand the company's field operations and unique needs, we conducted an in-depth analysis of the existing solution(s) and related performance. The result of this was a comprehensive solution and Field Service Lightning implementation to help the Comlink's service team through the digital transformation.



## The Solution

The Cirrius Solutions team assisted with the creation of a simplified systems architecture and business process flow(s). The team implemented Salesforce Service Cloud and created accurate reporting for insight into their KPI's. For the Field Service team, Cirrius Solutions implemented Salesforce Field Service Lightning to optimize the management of Comlink's field service resources. This included the setup of work orders, service appointments, resource skillsets, and timesheet management solutions that provide a single picture of truth for the Field Service teams. For the executive team we implemented service reports for onsite customer sign-off and documentation of what was completed during a field service visit. Finally, we implemented FSL Mobile for supervisors and project managers to update work orders and service appointment information from anywhere.

### Key Solutions:

- Utilized Field Service Lighting for automated scheduling and routing for a growing team of service resources
- Setup work orders and service reports to better organize the onsite work tasks
- Implemented timesheet entry from the mobile device to measure onsite work duration
- Moved all field services tasks from spreadsheets to Salesforce cloud to optimize work performance

## The Result

The Comlink executive team increased insight into company KPI's through reporting and team tracking across the US. They demonstrated a significant improvement in the coordination of operational activities across the following areas of the organization:

- Project Management
- Dispatch
- Agents/Crews
- Office and Billing Staff
- Executive Team

Post project results show exponential user adoption increases by the field service team due to a streamlined approach and centralized location for communication and oversight.

There is now better visibility into project health for Project Managers, who can now see all pertinent information of a field service project in one place, within a single optimized system.

### Key Results:

- Team schedules are optimized for regular and ad-hoc work requests
- Schedule details are now sent directly to field personnel's mobile devices
- Routing is automated and optimized based on job proximity
- Jobs are broken down into clear tasks with the parts needed for each service appointment
- Productivity of workforce and service duration is monitored with key analytics



"At Cirrius Solutions, we understand that time is your most valuable asset. We work with your service leaders to drive platform automation across your service department to save everyone involved much needed time. Our dedicated team will provide white-glove service without the luxury price tag. We are built on integrity and focus on building long-term relationships with our clients to provide strategic value."

**Chad Anderson**  
Founder  
Cirrius Solutions