Next Generation Process Automation for
Field Force, Assurance und Network Constructions
Telecom 4.0

who we are...

e-globe solutions AG/SA is a Softwarehouse specialising in Digitalisation & Process Automation

- With a background in the Telecommunication industry we have gained over 20 years of valuable experience in the Telecom and Utility environment.

- We develop our own software as well support and operate software on behalf of our clients.

- With godoo we have developed a powerful product capable of automation and digitalisation of multiple work processes.

e-globe solutions

godoo

godoo product

- godoo is a workprocess automation & digitalisation software

- godoo is an Integration platform

- godoo contains a powerful BPMN Platform as well as a business rule engine to implement your specific processes

- godoo integrates field force and backoffice processes

- godoo improves your business efficiency & lowers operational costs

godoo process engine – 1

Codeless Process Configuration

The **core** of godoo orchestrates work processes and offers a broad set of configuration functionalities:

- godoo BPMN (Business Process Model & Notation) – Nearly codeless Process Design & Configuration

- godoo data & business rule configurator («godooLex»)

- godoo xsd generator for external APIs (define data objects to be exchanged with external systems)

godoo process engine – 2

godoo **usecases** examples for various industries:

- Onsite Installation processes

- Assurance processes with onsite activities

- Patching / Disconnect in Central Offices and distributors

- Maintenance of Antenna sites

- Management of network expansion and construction projects

godoo admin

Menu navigation: Calendar · Workflows · Reports · Manage Data · Admin

Create View

Step 2: Define the Search Fields

godoo

Workflow

Process

Process Title	⊕
Next Action Date/Time	⊕
Start Date/Time	⊕
Last Update Date/Time	⊕
End Date/Time	⊕
Location	⊕
Internal Process Status	⊕
Process Status	⊕
ID	⊕
position	⊕
Main Workflow	⊕
Next Step	⊕

Assignee

Drag and Drop att

Admin menu:
- Manage Organisations
- Manage User Groups
- Manage Users
- Manage Workflow Types
- Manage Workflow Groups
- Manage Views
- Manage Reports
- Manage Overview Objects
- Manage Step Objects
- Manage Flows
- Configure Data Management

- Organisation- and User Administration
- Including external Organisations
- Organisation of work flows
- Configuration of ...
  - Data objects
  - Search criteria
  - Views
    (how to present data on the User Interface)
  - Reports
- Configuration of godoo billing

godoo cockpit

godoo cockpit provides the possibility to analyse your data and create reports from godoo workflows
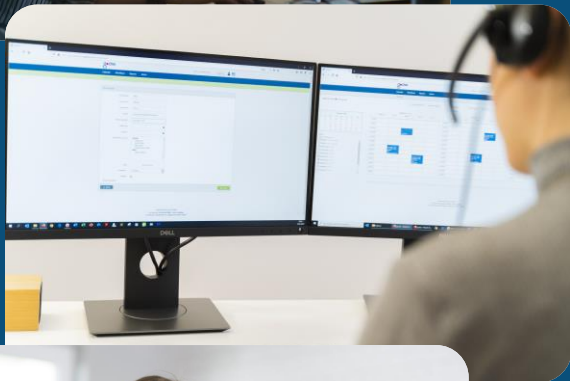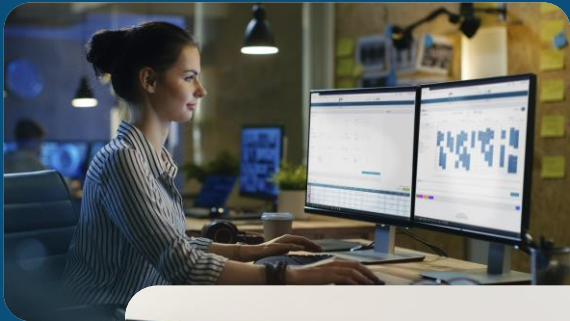
- Dashboard

- Portal for partners and customers
  (Incident notifications, requests, general information etc.)

- Work order – and work force planning
  (For staff members and external partners)

- Calendar functions for appointment planning
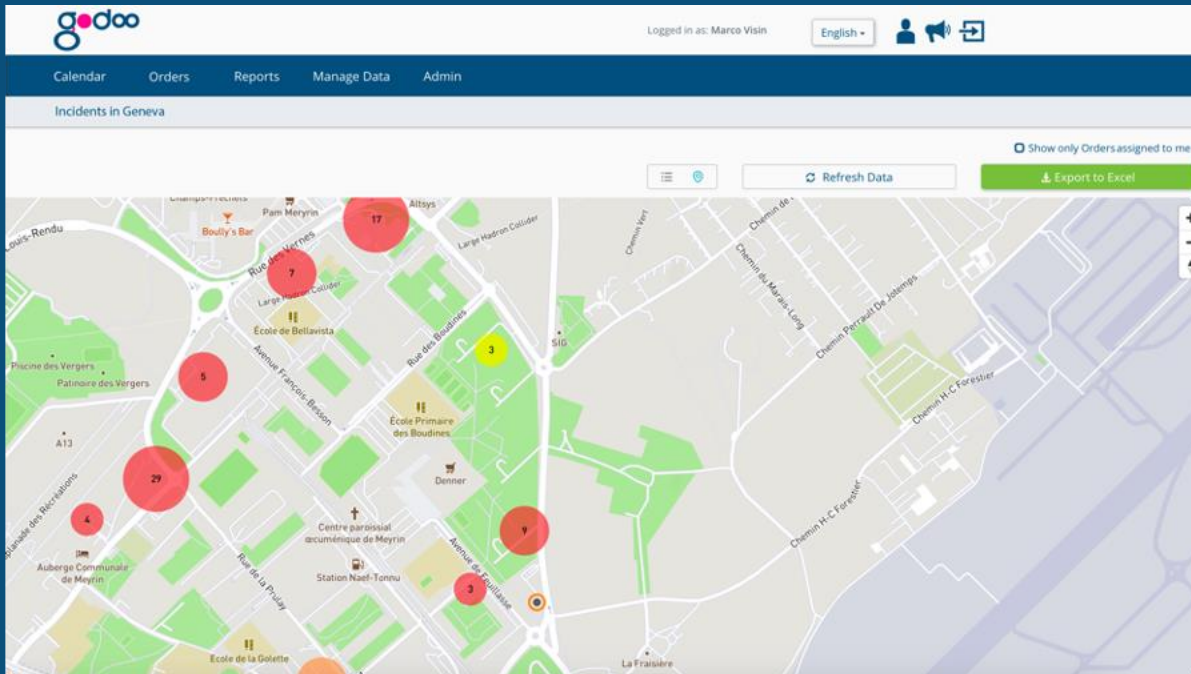 (For staff members and external partners)

godoo backoffice

godoo backoffice contributes to the efficient handling of work processes in the area of Fulfillment-, Assurance- and Network Planning

- Work force planning (for internal & external employees)

- Dispatching of work orders to teams and staff members

- Customer care

- Generation of reports and analysis

- Contact- and Partner Management

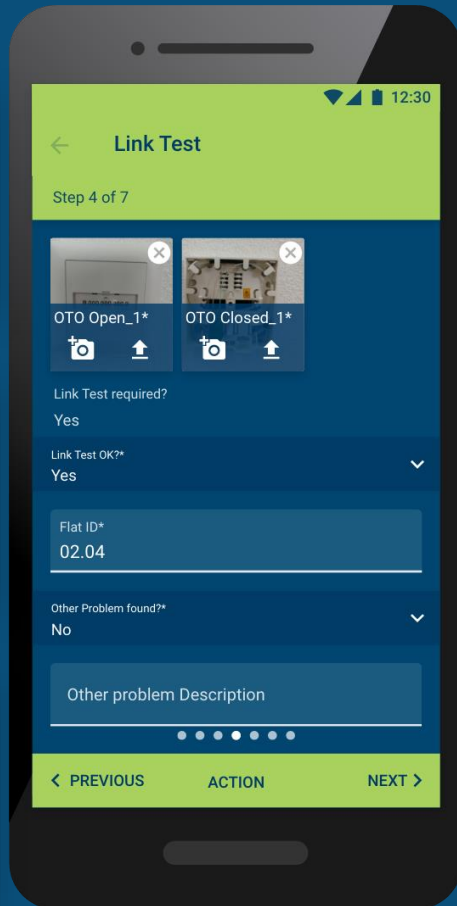- Digital Contract- and Document Management

- Billing

godoo maps

Map view:
focus your attention where it's needed

- Order visualisation on a cluster map

- Immediate statistics of the incidents

- Easy identification of critical situations

- Service scheduling optimisation

godoo mobile

Field Force Teams and Service Partners
use godoo mobile whilst working in the field & on-site:

- Digitally guided work processes
  (Documentation with data and pictures)

- Trip planning

- Realtime access to all data needed on-site

- Offline support
  (godoo synchronises as soon as a network connection is established, while working offline data is stored in the App)

- Analysis possibilities

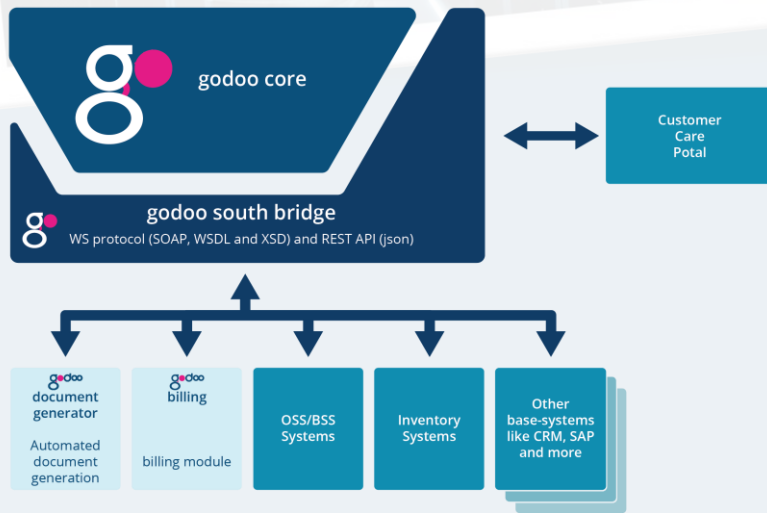- Use of latest mobile App technologies

godoo IOT

With godoo IOT you can integrate functionalities such as:

- Monitoring of active equipment components
  (Data from sensors and other equipment can be
  Received, processed and used for your needs)

- Monitoring of buildings
  (Integrate security systems)

- Internet of Things

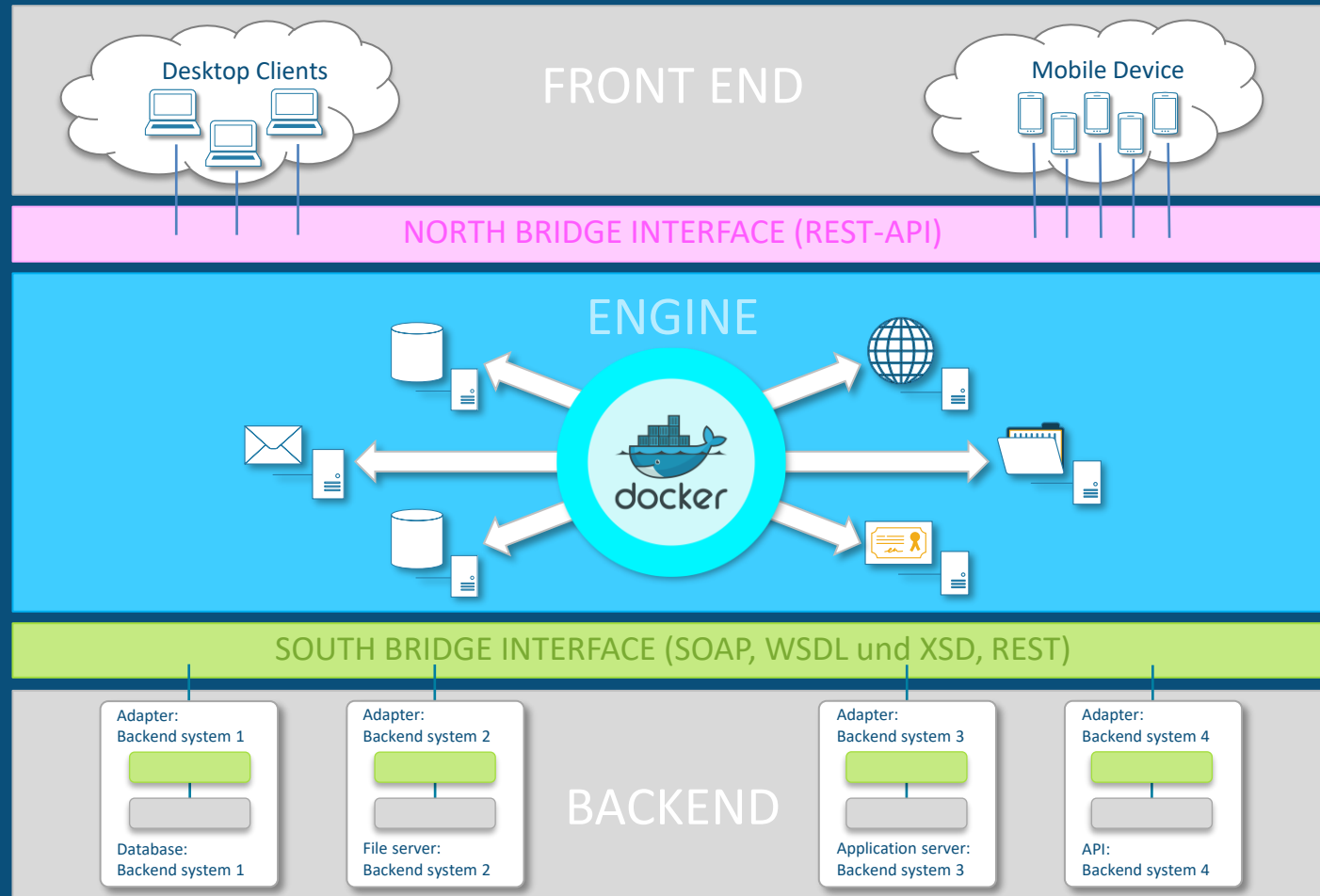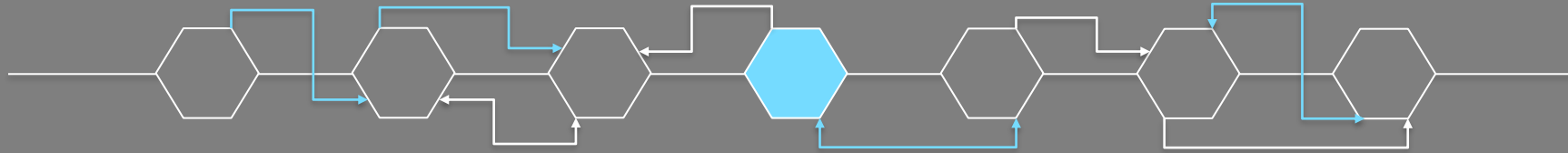| Any Device | Anybody | Anywhere | Any Business | Any Network | Anytime |

godoo integration

- godoo integration offers powerful and <u>flexible Interfaces</u> for easy integration of existing systems.

- SOAP / REST Interfaces

- Integration of external systems such as:

  - CRM Systems and customer databases

  - Address and inventory systems

  - OSS/BSS Systems such as NETadmin, etc.

  - Document Management Systems

  - SAP

godoo architecture

FRONT END

Desktop Clients

Mobile Device

NORTH BRIDGE INTERFACE (REST-API)

ENGINE

docker

SOUTH BRIDGE INTERFACE (SOAP, WSDL und XSD, REST)

BACKEND

Adapter:
Backend system 1

Adapter:
Backend system 2

Adapter:
Backend system 3

Adapter:
Backend system 4

Database:
Backend system 1

File server:
Backend system 2

Application server:
Backend system 3

API:
Backend system 4

godoo

godoo services

- With our experienced team of business engineers, we will work with you to efficiently define all work processes and configure them directly in godoo.

- In agile workshops, we quickly determine together how a work process can be digitized and automated.

- Together we will analyse your organisational structure (including partners) and configure it.

- Reports, user views and search criteria can be developed together with our team and implemented directly in godoo.

YOU bring in your expertise ...

WE will show you how this is achieved using godoo

godoo business model

Dynamic price model:

- SAAS (Software as a service)

- One-time setup fee

- Monthly recurring fees based on

    - # Users / # Order types / # Orders per month

- Pay as you use

- Regular updates of new functionalities

- Support by our business engineering team for integration and business process evaluations

godoo value-adds

Modular structure

Lower costs & improved efficiency

Synchronise data in realtime

Easy to integrate

Process configuration @ your fingertips

Stay digitalised throughout all systems

Quality assurance

High security standards

Dynamic price model

godoo

godoo

Thank you for your attention

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