## CLIENT
Ooredoo Mobile

## INDUSTRY
Telecommunications

## WEBSITE
www.ooredoo.com

## COUNTRY
Qatar (Headquarter)

## PROFILE
A leading international communications company, with operations spanning the Middle East, North Africa and Southeast Asia provides mobile, network and messaging services

## SITUATION
Handling everything from complicated HR processes to marketing requests and finance needs via a combination of emails, phone calls and in-person conversations was proving time-consuming and unwieldy.

## SOLUTION
Implementation of 84 complicated Forms and related processes saved the company time and money, and drastically reduced employee frustration over missed communications.

## BENEFITS
- Saved $100,000 on print costs for HR forms
- Improved efficiency by 300%
- Easily integrate with Oracle ERP

Ooredoo Mobile implemented re-forming of all paper-based forms to make the business run easier and faster using SPARK.

The main reason for implementing SPARK at Ooredoo is to decrease the development processes and to increase the staff productivity related to forms creation and design.

With SPARK, developer, designer or even end-users can complete creation and design of a complex form in two-hours whereas previously they need about a week to produce one form.

"With SPARK, I can now build any type of forms, drag and drop controls and build complex rules using the browser with no need for deployment" says John Smith, SharePoint Admin & Designer.

Through SPARK, Ooredoo integrated Oracle ERP with SharePoint. Approximately 84 sophisticated forms have been built using SPARK.

"SPARK helped us increasing our work efficiency by 300% and decreasing the costs of forms development to more than $80,000 a year" says Smith.

"I think SPARK Forms Builder meet beyond our expectations. Using SPARK, we can modify the look and feel and generate mobile responsive forms using one form in design".

Before SPARK, all information at Ooredoo communicated via email, phone and personal, a manual process that could easily lead to errors rather than the risk of being incorrectly communicated along the way or missed completely.

Thanks to SPARK, customers are now able to sign the contract electronically and securely through Tablet, iPad or Smartphone using Electronic Signature, so no need to print the form, sign it by customer and then uploaded it into the system again. People now can access data no matter what the platform or device.

With SPARK, Ooredoo re-forming and automating all forms and processes (using SharePoint WF) in the organization. These forms and include and not limited to:
- Training Expenses: Employees now complete a user-friendly form when reporting expenses related to travel and training. All calculated fields (i.e. hotel, food, transportations) are calculated automatically in the form.
- Travel Requests: Human Resources Dept. saved more than $50,000 on print costs by re-forming automating travel requests.
- Customer Complaints: Customer care agents use an automated form to open a new case when a customer has a billing concern. Via SPARK and WF, the form automatically enters the billing system and alerts a customer service employee about the customer's concern. The employee reviews the account and can act. Automating this process has made it easier to track the total number of complaints and see patterns in billing errors.
- Letters Automation: Allow employees to create & follow-up their required documents online efficiently than the traditional paper-based model. The system print Barcode automatically on the generated letter.