



Company:
Star Choice

Type of Business:
Leading direct-to-home digital
TV provider

Corporate Headquarters
Calgary, AB

Website:
www.starchoice.com



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Overview

Star Choice Communications Inc. is a leading provider of digital direct-to-home (DTH) satellite television in Canada. Star Choice provides 100% digital picture and Dolby surround sound audio capability to over 825,000 customers across the country.

Star Choice's parent company, Shaw Communications Inc. is a diversified Canadian telecommunications company whose core business is providing broadband cable television, Internet and satellite direct-to-home (DTH) services to approximately 3.0 million people.

Challenge

Within the business, installers were issued work orders and service calls to a central location via fax, that they would either manually pick up or receive through a 3rd party text message to their handheld units. Each operational unit had a separate silo of data and relied on different processes to run daily operations. There was no real-time national process for tracking, reporting and monitoring whether or not installers received the work orders and service calls and whether the work was completed.

Solution

The Ideaca team analyzed, designed, constructed and implemented a national Installer Report Back System for Star Choice. The solution could dispatch, track progress and report on completed, pending and outstanding orders. Installers upon entering the site are authenticated and presented with orders that they have completed, need to report back on as well as orders that have been dispatched for future completion.

Benefits

The implementation of Star Choice's Installer Report Back System has provided greater visibility on the status of all orders:

- Dispatchers now have access to post up to date orders, view outstanding orders that need to be reallocated, and run real time reports to get either a high level or detailed view of orders in the system.
- Sales personnel are now able to run reports that detail their completed, pending and outstanding orders, as well as collaborate on orders in question for more detail.