

Case Study





Soft and hard services
management and SLA
control



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Vodafone Portugal wanted to improve the management of the dozens of service providers that, every day, guarantee the operation of 14,000 assets in 100 buildings.

The large number of suppliers created several problems in the management of the operation and all this made management more complex and made it difficult to control the contracted Service Levels, a crucial point for this type of organization.



The Solution

- ✓ Cloud Platform
- ✓ Specific workflows
- ✓ Document management
- ✓ Certifications Information
- ✓ Quick Integration
- ✓ SLA Management



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Result

- 60 thousand Notifications per Year
- Transparency and Real-Time Ordering
- Agility of the Operation
- 100% of Requests Answered

Deck Solutions



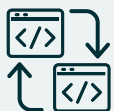
Physical Asset Management

- Enterprise Asset Management
- Field Service
- S.A.M. Smart Asset Management
- Budget Management



Sustainability

- Energy Management System
- Environmental Management System
- Waste Management System
- AI Document Recognition



Cross Products

- Product Management
- Audit Management
- Company Stock Logistics
- ERP



Technology & Integrations

- Existing Systems
- BMS/GTC
- SCADA
- IoT, Test & Report Certificates
- Alarm Monitoring
- ERP