



Field Service Enablement: **Xoomtel**



About the Company

Based in Houston, Texas, Xoomtel is an authorized national master agent for AT&T Prepaid Services and Income Agent Solutions. A leader in the wireless communication industry, Xoomtel is managed by a team of highly skilled professionals in sales, marketing, public relations, and customer support, with over 20+ years of experience in telecommunications. They distribute to several hundred independent dealers. Xoomtel focuses exclusively on the prepaid wireless industry and has dedicated teams of wireless experts to provide product knowledge and support.

The Challenge

Xoomtel distributes AT&T Prepaid Services and Income Agent Solutions to more than 300 independent dealers around the United States. As their network of dealers continued to expand it became increasingly difficult to not only manage and track the specific needs and activities of each dealer, but also the interactions between Xoomtel field representatives and each dealer. Xoomtel was using a popular

CRM service that had limited capabilities and no unified system to manage their field service representatives. The management team needed more visibility and real-time information for their field service team. Their field representatives did not have access to crucial business documents and information when they were out on the road.



The Solution

Xoomtel needed a robust CRM that provided both a simple, easy-to-use solution for managing dealer information and, more importantly, field service management functionality – all within a single platform that was accessible from any location. LionO360 is the only CRM on the market with a field service management feature, which was the deciding factor for Xoomtel switching CRM solutions. Initially, Xoomtel was using Zoho CRM. However, Zoho CRM did not offer field service management features that would fit their business needs. There was simply no way to record valuable field rep information, such as outbound calls or inbound calls, orders they logged, site visits, and other customer interactions. LionO360's field service management adds the dynamic insights a company needs to effectively monitor and optimize field service visits. Additionally, the cloud-based feature eliminates infrastructure hassles and ensures updated information is instantly available to all users regardless of where they are.

The Results

According to Imran Hoosein, Operation Head at Xoomtel, ***“LionO360 and its field service management features are a game-changer for the company”***. With the implementation of the new system, Xoomtel was able to drastically reduce meetings about dealer updates by more than 60 percent since all information and communication between dealers and reps is available within the LionO360 system. From a custom LionO360 dashboard, Hoosein manages his team of field reps and knows exactly how they are servicing dealers; he can verify when and where reps checked-in at customer sites, how they are meeting inventory needs, and what intel or feedback they have collected on dealers.

The switch to LionO360 also empowered Xoomtel's team to invest more time and effort into initiatives that help grow the business. LionO360's ease of access also improved overall efficiencies for Hoosein and his team. As a master agent, Xoomtel uses private certificates to access dealer information that, prior to using LionO360, could only be accessed through a specific computer often located at corporate offices. Through LionO360, dealer information can now be accessed from anywhere in the world as needed, through encrypted, cloud-connected services.



About LionO360

LionO360 was built to help small and medium size businesses (SMB) increase operational efficiency and sales. After months of exploration, we discovered there was no end-to-end business process management (BPM) SaaS tool designed specifically for SMB. LionO360 decided to fill that void.

Unlike other CRMs, LionO360 is a complete end-to-end solution that includes CRM, inventory management, field service management, critical third-party integrations, and customer support tools with automation capabilities and custom software options.

- ✓ **Full SaaS solution**
- ✓ **Ease of navigation**
- ✓ **Role-based access control**
- ✓ **In house tech support and training**
- ✓ **Free Historical Data Migration**
- ✓ **Unlimited Contacts**
- ✓ **Easy Onboarding**
- ✓ **30 Day Free Trial**

LionO360 helps organizations improve efficiency, increase sales, manage inventory, communications, and direct field sales teams. It's LionO360's mission to empower small businesses to grow and thrive through advanced CRM technologies.

See how LionO360 can help your small business, go to www.LionO360.com today.

Start your free trial of LionO360 and begin boosting productivity today!