

A blue-toned world map serves as the background. Overlaid on the map is a network diagram consisting of circular nodes, each containing a person icon, connected by thin lines. The nodes are distributed across various continents, with a higher concentration in Europe and Africa. The overall theme is global connectivity and digital collaboration.

Delivering Digital Excellence at MTN Nigeria with Miro Service Management

Success Story

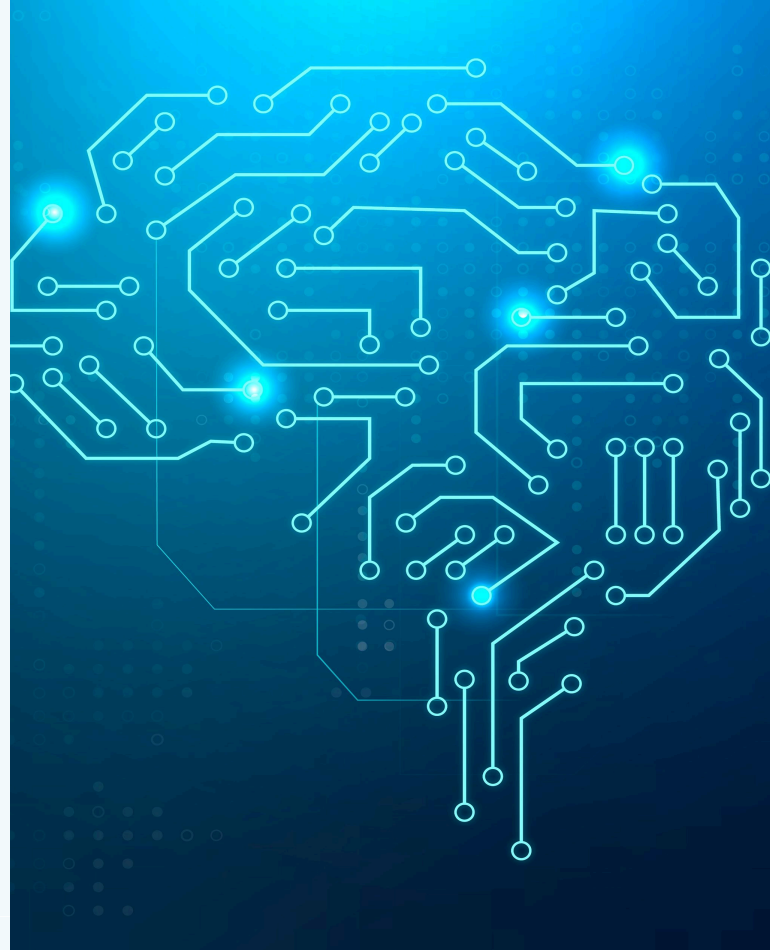
Zoracom® | MTN

We believe technology should simplify work not complicate it. That belief led to the creation of Miro Service Management (Miro SM), known to MTN Nigeria as Digital Customer Experience Solution (DCEx).

DCEx was developed to streamline workflows and digitize all touchpoints across Network Enterprise Services (NES), and Fixed Broadband (FBB) transforming service requests, fulfillment, and maintenance into one connected platform.

From Manual Processes to Digital Excellence

Before DCEx, operations were manual, visibility was low, and SLAs were frequently missed. To fix this, we engaged NES stakeholders, analysed every workflow, and digitized each touchpoint through a single integrated application. Once development was completed, the solution was named Digital Customer Experience (DCEx). After deployment, it quickly became the central hub for efficient, data-driven service management.



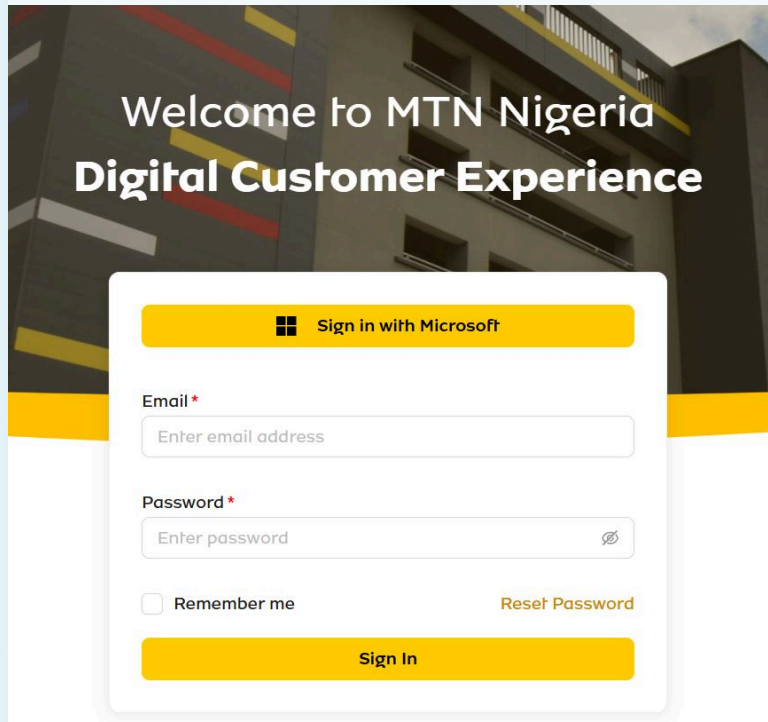
Bringing Every Touchpoint Together

DCEx integrates multiple functional modules that automate and streamline daily operations.

These include:

- » **Customer Engagement** – enabling seamless interaction and support
- » **Customer Projects, Job Orders, and Surveys** – ensuring every project and task is tracked to completion.
- » **Maintenance, Snags, and PPM Reporting** – automating preventive and corrective maintenance with real-time visibility.
- » **Performance Reports and Scorecards** – providing management insights for better decision-making.
- » **Inventory and Warehouse Management** – tracking assets, spare parts, and requisitions across locations.
- » **Vendor Management** – monitoring SLA status, invoices, and updates
- » **Administration and Access Control** – managing staff, vendors, and administrators with role-based access.

Every process that was once manual is now streamlined, traceable, and measurable, creating a new level of transparency and accountability.



A Customer-Centered Transformation

What makes DCEx powerful is not just the technology, but how customers are using it to transform their daily operations. Gone are the endless back-and-forth messages and unclear updates.

Supervisors and managers now enjoy real-time visibility into projects, while installers can focus on execution without interruptions. The result is a workforce that is more efficient, connected, and empowered.

“The DCEX application is easy to use, smooth, and user-friendly.”

~ Customer Project Manager, NES Projects/ Network Division



Work That Flows

Organizations that have adopted Miro Service Management are already seeing measurable improvements, including:

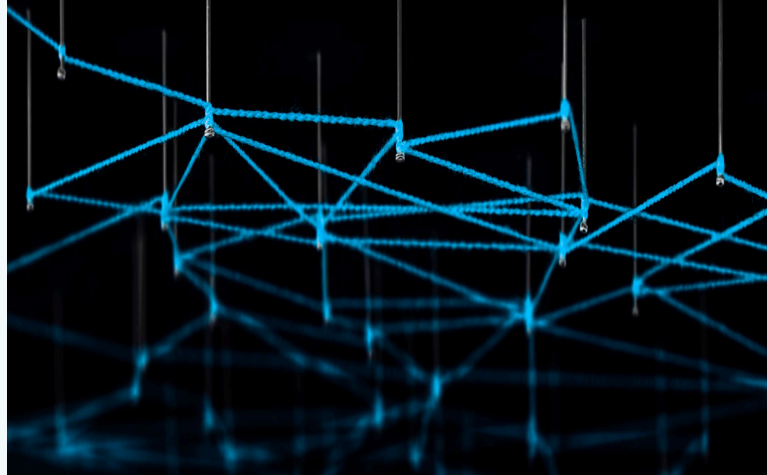
- ⇒ Improved SLA compliance
- ⇒ A connected, data-driven workforce
- ⇒ End-to-end digitalization of field operations
- ⇒ Real-time visibility and performance tracking



All-in-one service management platform that connects service providers, customers, and vendors. It streamlines operations, improves visibility, and simplifies daily workflows, from customer requests to service delivery in a single platform.

Key Modules:

- ⇒ Project
- ⇒ Incident
- ⇒ Inventory & Asset
- ⇒ Operations & Billing



Zoracom is a technology company for Observability, Cybersecurity and Infrastructure Management.





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