

Solve It Stories

Tales of Customer Success
from Our Partner:

work-relaySM
a neostella product

How Work-Relay helped Uniti Fiber decrease installation times by 40%.

The Challenge:

With approximately 8 million fiber strand miles, Uniti Fiber works with hundreds of other carriers and partners across the country to help them create the connectivity to power current gaming, video, and file-transfer demands. Uniti's business is complex due to the many different parts that must work together. Its solutions are often layered on top of each other, which makes it challenging to deliver seamless services to customers. This complexity can slow down the delivery of high-speed fiber.

The Opportunity:

Fiber-optics companies often need to optimize operations to facilitate the launch of new products and services, manage mergers and acquisitions, and handle overall increased project volume.

How do they ...

- Execute customer orders more efficiently and effectively?
- Digitize, reorganize, and automate repeatable processes?
- Configure processes to meet specific customer needs, orders, and time frames?
- Effectively assemble repeatable processes into a wide variety of projects?

Uniti needed to create processes that would help manage projects, like work scheduling and project completion scorecards. This would help keep projects organized and avoid bottlenecks.



Work-Relay has been a 100% game changer in our ability to establish a project completion timeframe and complete projects on time.

Cathy de la Garza
Chief Development Officer



Solve It Stories

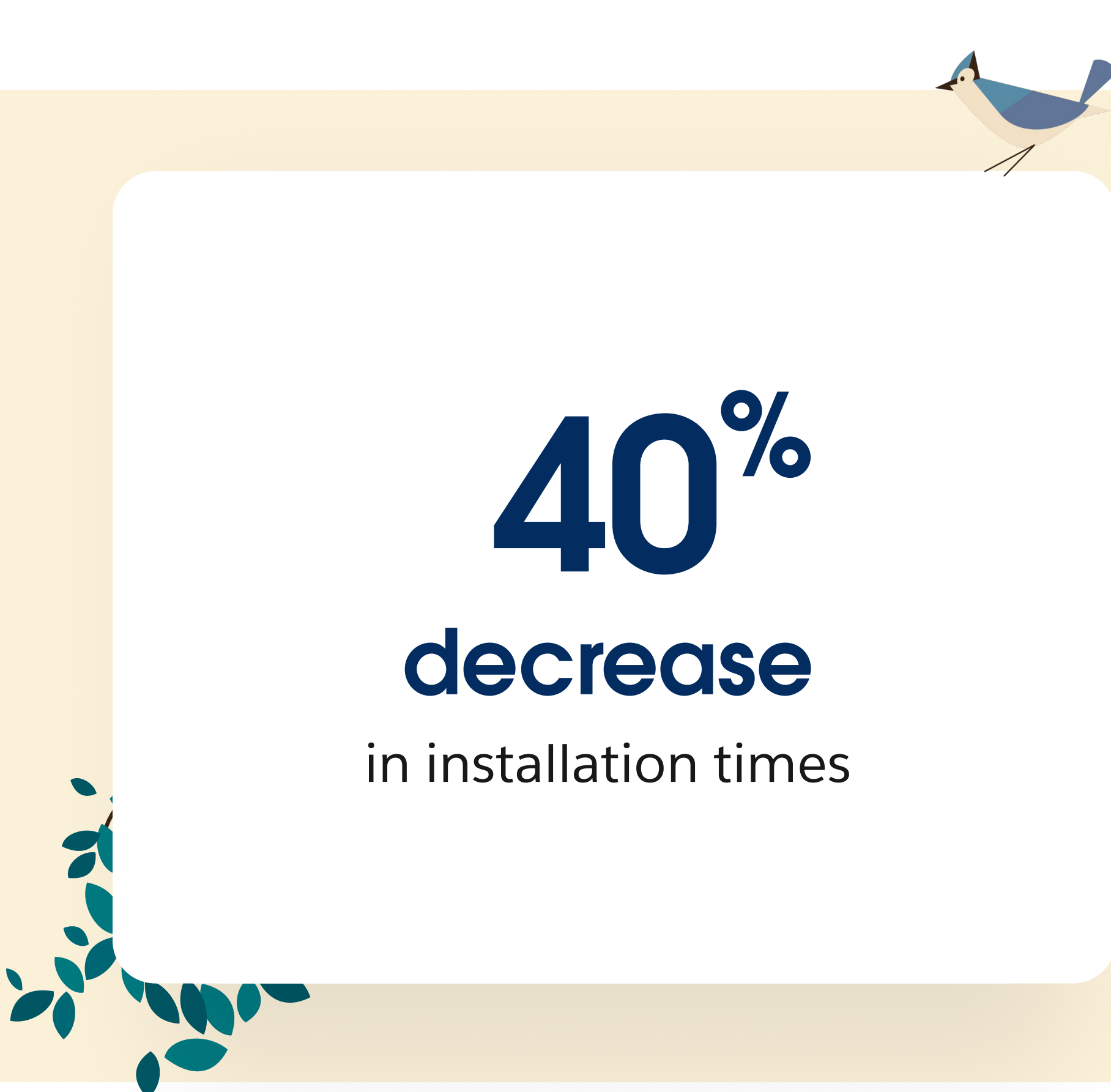
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The Successful Outcome:

Partnering with Work-Relay, the Uniti team created the Multi-Order Tool (MOT). The Uniti team defined approximately eight commonly used objects that must be linked together to track the life of an entire project. These objects include customer order, primary contact, location, products ordered, and other objects needed for a defined and repeatable project. With Work-Relay, Uniti Fiber is able to standardize and measure processes across unique customer projects.

This has resulted in:



40%
decrease
in installation times



**Management
and control**
of interdependencies across
projects and users



**On-time project
completion**

Considerations for customers looking to manage processes and projects natively in Salesforce

- Managing processes (and projects) natively in Salesforce offers seamless integration with other Salesforce features and data
- Utilizing a Salesforce-native process management tool often results in a more user-friendly experience
- Salesforce-native integrated process and project management allows for real-time visibility into complex operations
- A native process management app can extend Salesforce for organizations by providing advanced workflow automation capabilities

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on AppExchange.**

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