

TOS maintenance processes in April 2020 and how those were affected by COVID-19

Spoiler: not much

*Speaker: Anton Grishanov,
Head of Technical Support Department, Solvo LLC.*

25
years
of success

We subdivide our tech support engineers into two tiers.

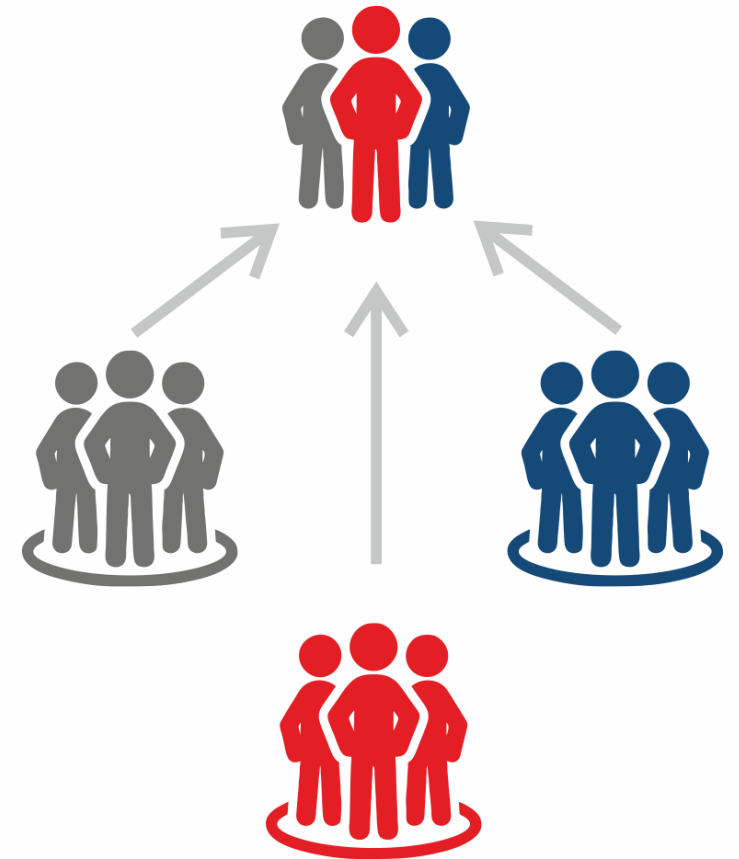
First-tier engineers: register telephone inquiries (inquiries via a web-portal are created automatically), create tickets, sort issues and solve simple cases.

Second tier engineers treat complex issues and resolve lengthy tasks.



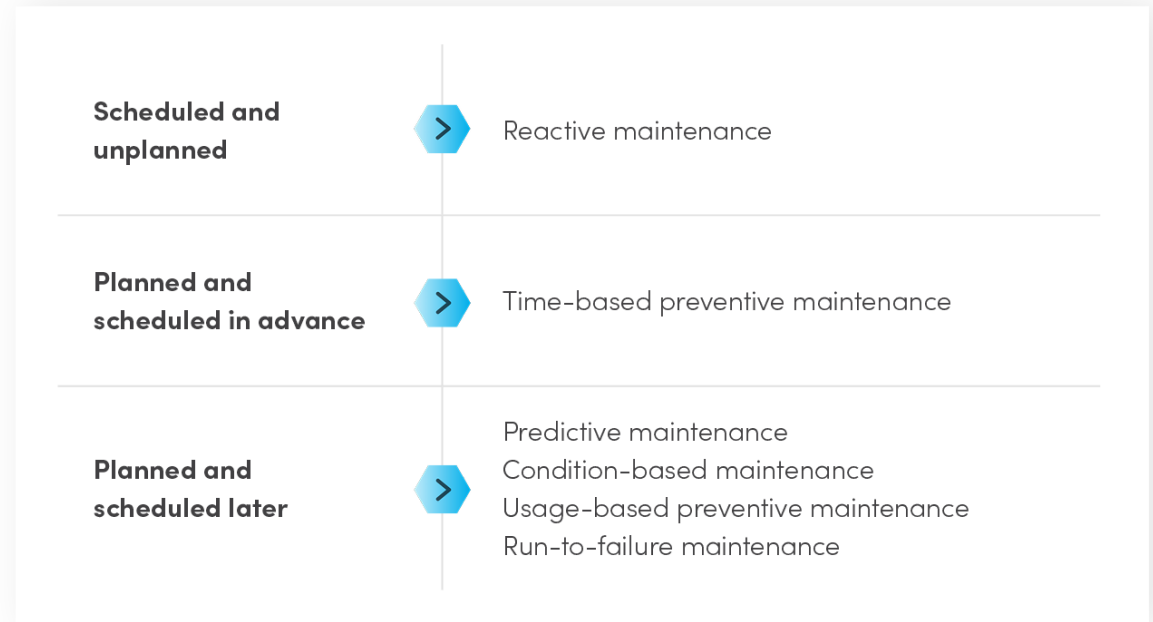
Shift work principle.

For every shift we engage one engineer of each tier and we have representative of every internal team on duty.



Using checklists in the form of scheduled maintenance task cards for diagnostics and issue resolution. The set of technological cards developed for each type of issue helps in analyzing and speeds up solving incidents.

Also they simplify transferring the issue from the first tier to the second and to the other teams involved in the issue solving.



We conduct ad-hoc internal meetings to resolve complex tasks and issues. In case of complex and urgent issues support engineer initiates internal meeting where road map and roles are being discussed.



Regular management meetings for coordination and troubleshooting. Every week we discuss challenges and opportunities in order to improve quality of our service.



For customers Solvo.TOS allows to get remotely the information and key performance indicators of terminal. Thanks to this functionality administration of Antwerp Euro Terminal (AET) can work from home without interruption of services.





TOS



WMS



Yard

Solvo.SCE an integrated supply chain execution platform



KPI



Billing



Web