

EFFICIENT OPERATIONAL
WORKFLOWS

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Tell us about yourself and your job

I am an astute professional with more than 25 years of techno-functional experience in Presales, Program / Product Management (Technical & Functional), Application Development in the IT sector, with a proven track record of success, known for exceptional communication, leadership, and coordination skills. I currently work as product owner for FSM Global technologies FZ LLC, headquartered in Dubai, UAE. I have headed and been part of various implementations of our flagship product FSM Grid in many telco companies and other service organizations

What TM Forum Open APIs are most valuable to your company?

The following TM Forum Open APIs are most valuable for us:

TMF 697 - Work Order
TMF 629 - Customer

Why did you choose to highlight that Open API?

Driving digital transformation across the telecommunications landscape, FSM Global is empowering service providers to revolutionize their operations through intelligent automation. Our flagship FSM Grid platform is at the forefront, streamlining traditionally complex processes like work order management, scheduling, and maintenance. Comprised of two core modules – customer management and work order management – FSM Grid leverages a sophisticated architecture of interconnected microservices. These granular components automate a wide array of critical telco functions, providing comprehensive control over resources including customer data, contacts, quotations, and work orders. Recognizing the paramount importance of standardized integration within the telecommunications and other major industries, FSM Global is committed to developing TM Forum-compliant APIs for all its key resources. The initial phase of this initiative will focus on Work Order and Customer APIs, facilitating seamless and interoperable transactions fundamental to modern Field Service Management solutions.

How do you use these APIs?

Our Work Order API serves as a vital integration point, enabling seamless data exchange between external systems and our FSM Grid Field Service Management

application. Ticketing and alarm management systems leverage these APIs to efficiently push newly generated work orders directly into FSM Grid, ensuring timely dispatch and resource allocation. Conversely, the same APIs empower external platforms to retrieve comprehensive work order details, facilitating informed decision-making and real-time status updates. Customers typically utilize our dedicated Customer API to push new customer records into our ecosystem upon finalization or onboarding. This foundational customer data then becomes readily accessible, allowing for the subsequent and accurate creation of work orders within the FSM Grid application.

How have you benefited from using these APIs?

The integration of Open APIs into FSM Global's FSM Grid represents a pivotal advancement, effectively dismantling a major impediment to seamless implementation. Previously, the intricate process of connecting disparate customer systems often resulted in protracted timelines and resource-intensive efforts. Now, integration teams benefit from standardized protocols, enabling the holistic connection of mission-critical platforms such as Customer Relationship Management (CRM) systems, sophisticated alarm management tools, and comprehensive ticketing platforms with unprecedented speed.

Why do you believe in TM Forum's Open API program?

At FSM Global, the foundation of our platform's success and our vision for the future are deeply intertwined with the principles championed by TM Forum's Open API program. We firmly believe in this initiative because it directly addresses the critical need for seamless interoperability within the complex telecommunications ecosystem. By embracing standardized, TM Forum-compliant APIs, we empower service providers to effortlessly integrate FSM Grid with their existing infrastructure – CRM, alarm management, ticketing systems, and beyond. This not only drastically reduces integration complexities and timelines, as we've already witnessed, but also fosters a more agile and innovative environment where data and services can flow freely. Ultimately, TM Forum's Open API program aligns perfectly with our commitment to providing flexible, future-proof solutions.