

## SMARTFIX30 WINS FIRST CONTRACT WITH BOUYGUES TELECOM

The start-up, Smartfix30, has announced the signature of a major contract with Bouygues Telecom. Smartfix30 will provide the telecoms operator with customer service technology for assisting customers in the use of new digital technologies.

Smartfix Partner, Smartfix30's B-to-B brand, offers a digital platform for the real-time monitoring of mobile technicians in charge of on-site or home interventions.

Just two months after the launch of this service, the start-up was approached by several large corporations interested in leveraging the unique features of the platform for their customers and bringing their employees together through standardised methods and processes. Bouygues Telecom is the first of these major groups to follow up its pilot project with a contract.

### A CONTRACT FOLLOWING A 6-MONTH TEST

The contract between Smartfix30 and Bouygues Telecom comes after a trial conducted between May and December 2017, during which Bouygues Telecom integrated Smartfix30 technology into its 'Customer Portal'. This gave each of the operator's new customers access to various unprecedented services for a telecoms operator:

- Booking and modification of appointments up to 48 hours in advance;
- Modification of appointments in real time;
- Identification of technicians via their photo and a description;
- Geolocation of technicians before their arrival at the customer's home;
- Rating technicians' performances.

By the end of this trial, 25,000 new customers had used the brand-new features. On the strength of this first successful POC, Bouygues Telecom has decided to continue and strengthen its collaboration with Smartfix30.

### NEW FEATURES OFFERED TO THE 391,000 SUBSCRIBERS

While the Smartfix30 services have until now been restricted to new fibre broadband customers, they will now be offered during all the operator's after-sales service operations. This means the service will be available to all 391,000 of Bouygues' new and existing fibre broadband customers.

The new collaboration between Smartfix30 and Bouygues Telecom will also result in the launch of new features to further improve the user experience.

In addition to a new rating system, SmartFix30 now integrates real-time road traffic data into its platform. Bouygues Telecom customers will therefore know the precise arrival times of their technician and will be notified in real time via their application in the event of a delay.

Mehdi Abdelmouhtalib, co-founder of SmartFix30, said: *"This first contract is a key milestone in our development and we are very happy to be working with a company like Bouygues Telecom, for whom customer relations have strategic importance. This first prestigious contract is in telecommunications, but our application is of interest to many other sectors. This is particularly true for last mile logistics, which is experiencing robust growth and is an area in which many large groups have not yet pushed forward in the digital age."*

#### About Smartfix 30

Launched in March 2016, Smartfix30 brings together a community of 900 Smartfixers ready to operate anywhere in France, to make new digital technologies easily accessible to all, whether individuals or businesses. With remote support available immediately and intervention at home or in the office in less than 24 hours, Smartfix30 is the fast solution to all digital problems. The company operates on any digital device: computers, laptops, iMac, Mac Book, smartphones, tablets, smart TV, connected objects, etc.).

A year after its launch, the start-up launched Smartfix Partner, a platform on the SaaS model, dedicated to companies with mobile employees. This digital platform makes it possible to bring together a very large group of employees and to monitor the activity of technicians or delivery personnel in charge of on-site or home-based interventions in real time, as well as to deploy new 2.0 customer relations services.

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