

Solution to improve the efficiency of telecommunications service supply chain management based on the application of VNPT SmartCA at Vinaphone Ha Giang City.

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Abstract: This study proposes solutions to enhance the efficiency of telecommunications service supply chain management through the application of VNPT SmartCA at Vinaphone Ha Giang City. Despite the critical role of supply chain management in service quality and operational cost, Vinaphone Ha Giang faces persistent challenges including fragmented information flows, delayed service activation, and inadequate inventory control. By integrating VNPT SmartCA—a digital platform enabling real-time data synchronization, automated workflow, and centralized contract management—the research develops a tailored framework to address these inefficiencies. A mixed-method approach combining qualitative interviews with managers and quantitative analysis of key performance indicators (e.g., order fulfillment time, inventory turnover) was employed. Findings reveal that SmartCA implementation significantly reduces processing delays, improves resource allocation, and enhances transparency across the supply chain. The study concludes with actionable recommendations for process re-engineering, staff training, and system optimization, offering a replicable model for regional telecom operators seeking digital transformation in supply chain governance.

Keywords: supply chain management, telecommunications services, VNPT SmartCA, Vinaphone Ha Giang