

Optimizing the management of telecommunications service supply chain operations based on the VNPT Money application at VNPT Hoang Su Phi district - Ha Giang

Ha Manh Tuan

Abstract: This study optimizes telecommunications service supply chain management through the application of VNPT Money at VNPT in Hoàng Su Phi District, Hà Giang. Given the region's challenging geographical terrain and limited financial infrastructure, traditional supply chain operations face significant inefficiencies in payment collection, cash flow management, and service delivery. This research employs a mixed-method approach, combining quantitative analysis of operational data with qualitative interviews of managers and agents. The findings demonstrate that integrating VNPT Money reduces transaction processing time by 40%, minimizes cash-handling risks, and improves inventory turnover rates. Furthermore, the digital payment platform enhances transparency, reduces operational costs, and increases customer satisfaction in remote areas. The study proposes a comprehensive optimization framework encompassing digital payment integration, real-time data monitoring, and agent training programs. These results provide actionable insights for telecommunications firms operating in geographically dispersed and economically constrained environments, highlighting the transformative potential of fintech solutions in supply chain management.

Keywords: Supply chain optimization, VNPT Money, telecommunications services, operations management