

Revolutionizing Field Service For Telecommunications



Traditional Field Service Operations

Next-Gen Field Service Management

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| Longer time taken with manual resource assignment | Automated Resource Assignment |
| Unnecessary truck rolls | AI-Backed Intelligent Dispatch |
| Frequent repeat visits | Increased number of first-time fixes |
| No visibility of field representative & asset location | Bird-eye's view of field activities |
| Overstaffing & overstocking | Advanced Forecasting & Capacity Planning |
| No optimized routing capabilities | Street-Level Routing |
| Lack of customer communication | Real-Time Customer Feedback, Outbound & Inbound Messaging |
| Operating system restrictions | Device Agnostic Solutions |
| Siloed 3rd party contractor operations | Contingent Worker Management Provision |
| Limited scalability | Scale to organization size, no. of activities per day & optimization requirements |
| Limited troubleshooting capability | Virtual Reality for Digital Visualization & Remote Troubleshooting |
| Slow response to ground conditions | Real-time collection & measurement of valuable field data for instant decision-making |
| Low no. of work orders completed per day | AI-Powered Work Order Management |

How Field Service Automation Makes A Difference

Remote work has drastically increased 5G deployments, network maintenance, fiber optic installations & cloud applications. Optimize organized work & deliver differentiated field service engagements in Telecommunications to meet growing demands for connectivity

Mobile Workforce Empowerment

Update job status & provide proof of performance from a mobile device.

Capture digital customer signatures & send receipts for faster service activation

Modern OSS / BSS Architecture

Provide stability for telecom infrastructure providers with software-defined business rules, policy control, cloud computing & integrated business functions.

Help Service Assurance teams determine impact, root cause & timely resolution from direct customer feedback & inputs from Fault Management systems.

Planning & Scheduling Automation

Smart automation for ad hoc scheduling, ticketing & dynamic appointment management.

Respect customer availability with proactive alerts to avoid missed / late appointments

Downtime Prevention

Streamline responses to network issues & address recurring customer issues with Machine Learning & Advanced Analytics.

Proactively monitor & analyze grid & infrastructure performance to spot service degradation

IoT Enabled Asset Management

Enable easier commissioning & control of IoT-monitored core telecom components.

Detect abnormalities early with IoT sensors when managing remote communication towers.

Knowledge Management

Access repository of on-job training and telecom equipment maintenance guides from anywhere.

Train Field Reps. to upsell new connected devices, upgrade services & become effective company ambassadors while on-site

Compliance & Accountability

Customize mobile apps to meet data security standards, protect sensitive information, reduce SLA violations & eliminate regulatory penalties

Augmented Reality Troubleshooting

See what customers are seeing when the customer is experiencing it, via virtual collaboration.

Superimpose diagrams over communication equipment in the field for increased visibility

Resource Management

Resource deployment based on skill & license dependencies in complex network orchestration.

Intelligent inventory consumption & tracking.

Integrate labour utilization, overtime calculation and expenses incurred from parts consumed to HR Systems.