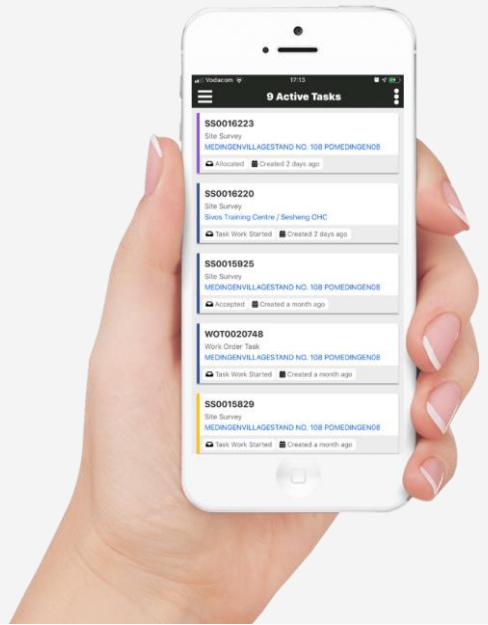




workwide.

Get Task. End Task. Job Done.



Telco Business Case

Mobile Field Services Application



OUR MOBILE FIELD SERVICES APPLICATION

WorkWide is a field operations platform built to help organisations of all industries and sizes to digitise their field operations by introducing efficiency, mobility and faster resolution times. WorkWide does this by providing your field operations team with control, visibility and efficiency, empowering your organisation to fully realise the frictionless request-to-action model that your customers expect.

Our sole purpose is to **Make your Working World, Work Better!**

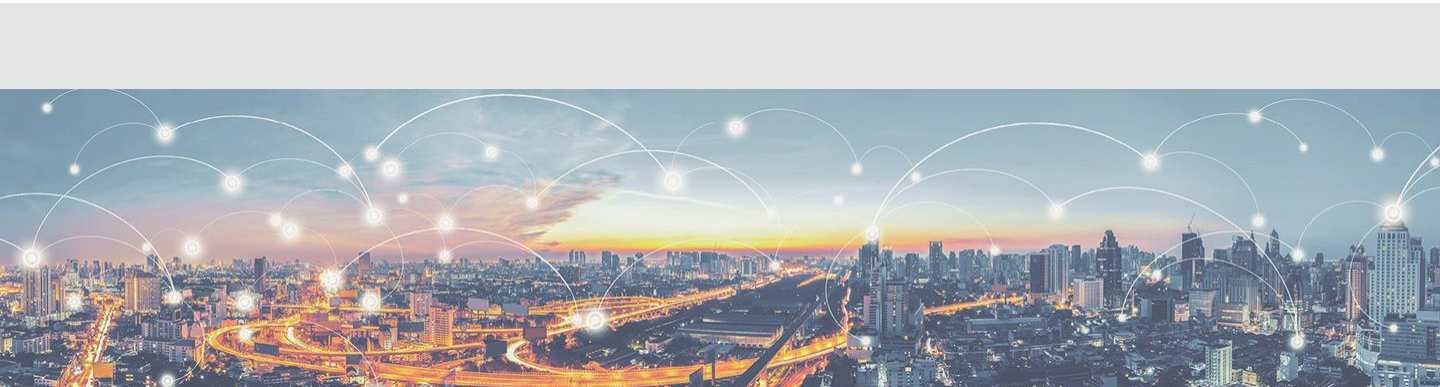
INTRODUCTION

Telco's provide us with the backbone of the modern world, keeping us connected to the Internet, keeping businesses, governments and emergency services in touch and providing a baseline for all our applications to work as intended.

They do this by managing, installing and maintaining vast physical networks and complex infrastructures that span great distances, from national and international Layer 1 infrastructure, to Layer 3 delivered to the consumer's home. They are the physical medium which provides the connectivity which powers our economies and builds our nations.

TELCO PROBLEM STATEMENT

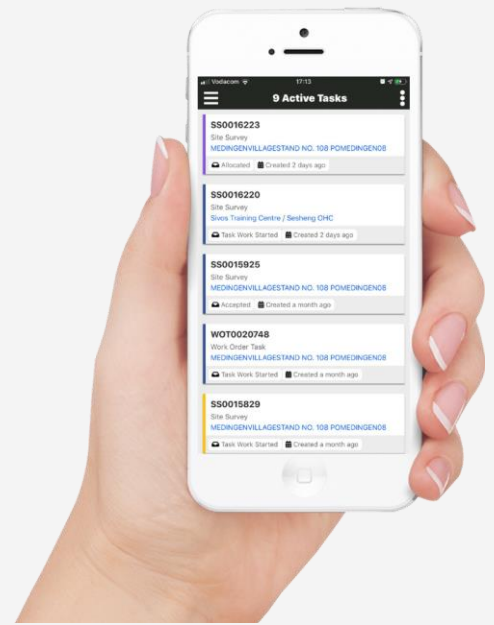
Telco's' highest priorities are to maintain and enhance the integrity, reliability and performance of their networks. It is thus of paramount importance to ensure that their workforces are managed in a manner which reduces outage durations by having the appropriately skilled and equipped resources dispatched to ensure service level agreements are met, at the lowest possible cost.





workwide.

Get Task. End Task. Job Done.



Telco Business Case

Mobile Field Services Application



IN MORE DETAIL

Telco OSS and Fault Management Operations are **mission critical** and ultimately require faster resolution of Incident Management, Work Orders, Site Surveys, Maintenance, Installations, Site Inspections and so on, whilst eliminating any unnecessary costs and inefficiencies in doing so. More specifically,

- Field Service Engineers have high call volumes which are not planned, sequentially assigned or scheduled
 - Tasks are incorrectly assigned due to inadequate skill-matching
 - Availability based on proximity and territory is not automatically available
 - Boot-stock spares are not defined or available to the FSE
 - Planned routes are not visible and not comparable to actual routes taken
- There is no central system to co-ordinate and deploy tasks through prioritisation or scheduling
 - Systems are disparate and there is no orchestration layer
 - There is no ability to create further requests or consequential requirements for tasks
 - Productivity and accountability is hindered due to poor collaboration between people and systems
 - There is no visibility of FSE location and Work-in-Progress status
- On task issuing and completion of tasks, data integrity is not optimal and not captured in real-time
 - Artefacts are not recorded, such as photographs, barcoded parts, meta data, GPS data etc.
 - Job cards are completed manually and inaccurately, and are not submitted immediately
 - Task duration is not distinguishable between travel time, from acceptance to completion
 - Parts retention, recovery and spares consumed are not recorded or made available

When things go wrong, they need to be fixed quickly, every second counts. After detecting an incident, the Network Operations Centre is alerted whereby Telco's need to act fast to resolve mission critical incidents.

They need an intelligent platform that can quickly and effectively move from detection to dispatch.

VALUE

You need **VISIBILITY**, **CONTROL** and **EFFICIENCY**.

It is imperative to have a platform that is fit-for-purpose to carry out all this complexity in an easy and seamless way so that Telco's can focus on what matters; keeping us connected.

Would it be beneficial to you when once personnel are dispatched, NOCs and SOCs are able to get real-time status and progress updates?



VISIBILITY

Get a real-time view of all your field operations data, ready and actionable so you can enrich previously vague field operations data to be measurable.



CONTROL

WorkWide achieves this with extensive features so you are empowered to have full control of your field operations.

1 TASK MANGEMENT

Create, prioritize, assign and resolve

3 USER TRACKING

Manages asset usage per task

5 ENTITY MANAGEMENT

Manage customers, divisions and branches

7 FIELD PERSONNEL MANAGEMENT

Create, Update, Assign or Reassign



2 MULTIPLE TASKS

Create multiple different tasks types

4 ETA, DISTANCE CALCULATIONS

Geo location and movement tracking

6 TRAVEL AND WORK TIMES

Monitor and assess billable hours

8 OFFLINE MODE

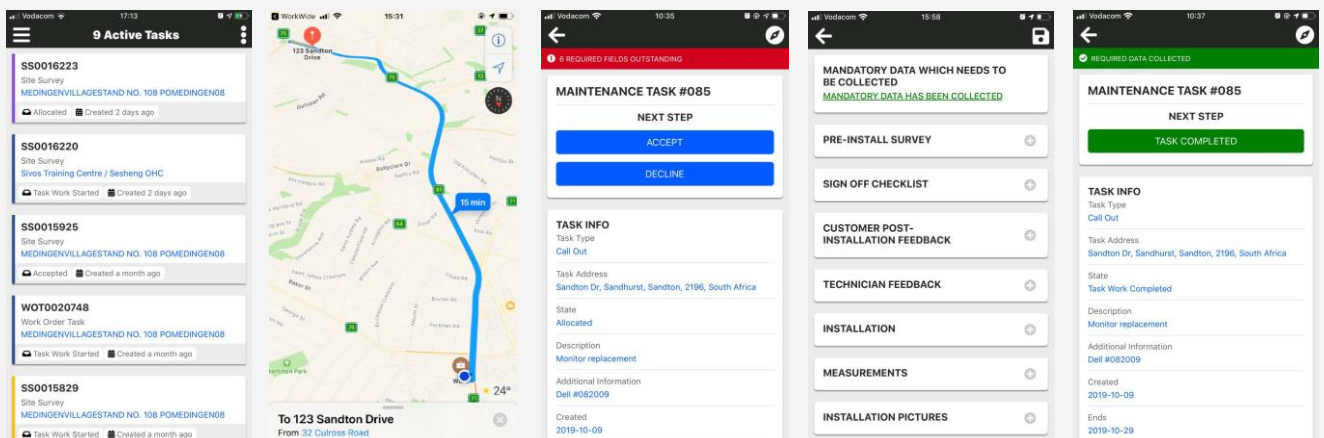
Access tasks anywhere, anytime

* Full Feature and Function List Available on request

EFFICIENCY

WorkWide is designed with customer experience in mind.

- It's not about replicating ITSM systems, rather about bringing together information to be consumed a standardized process via a mobile device
- We can fully integrate into multiple BSS's or can operate as a standalone solution



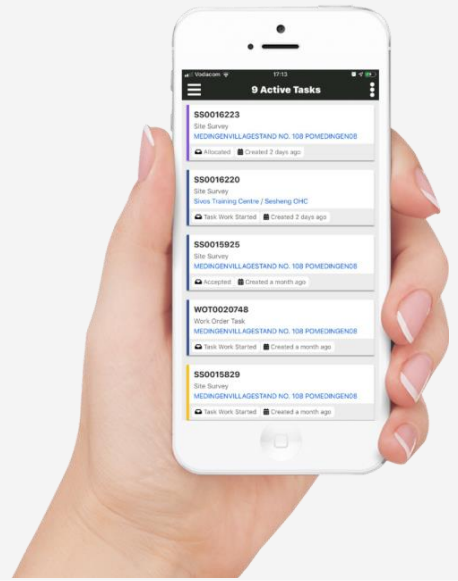
ASSIGN → PRIORITISE → INSPECT → ACTION → COMPLETE



workwide.

Get Task. End Task. Job Done.

Telco Business Case



SOLUTION STATEMENT

Dispatching field personnel to attend to incidents is difficult and time consuming. WorkWide intelligently dispatches field service personnel according to:

- Availability
- Automatic Task Assignment
- Accurate Capability and skillset assignment
- Adequate boot-stock and spares allocation
- Tracked location and distance covered
- Tracked travel & resolution times
- Closest proximity to the incident location
- Efficient routing to avoid traffic and time delays

Providing for:

- Transparency on open incident tickets
- Real-time status and data
- Field Engineer Location visibility
- Reduced unplanned downtime
- Maximised resources allocation
- Reduced inventory costs
- Improved safety and risk management
- Improved compliance

BUSINESS BENEFITS

- Increased first contact resolution
- Productivity Gain
- Rapid ROI
- Data enrichment of your field operations
- Set measurable targets and KPI's
- Drive accurate financial and budget management
- Improved Customer Satisfaction
- Efficient task life-cycle management
- Higher level of interaction and collaboration
- Realtime data recording and feedback
- Incident trend visibility and analysis
- Execution of Digital Transformation Strategies

