

Hawaiian Telcom Leverages KloudGin Mobile Field & Asset Management to Increase Field Productivity

Achieves increased productivity and high customer satisfaction through automation with KloudGin



Hawaiian Telcom offers integrated communications, including high-speed internet, data, video, and local long-distance voice services, which keeps Hawaii connected to the world.

The company has invested more than \$500 million in expanding its next-generation fiber network across the state, including underserved rural areas.

Committed to delivering the highest level of customer service and community support, Hawaiian Telcom employs more than 1,100 people.

The Challenge

Hawaiian Telcom manages customer field service orders (short-cycle) and large projects such as fiber optic cable installation (outside plant). Hawaiian Telcom employs a large workforce of field technicians spread across multiple disciplines from Customer Operations to Network Operations.

Before KloudGin, the Field teams were using applications that required a laptop to manage work orders, sometimes along with manual paper orders to track the work.

The company sought solutions for these issues:

- Dispatchers had to pre-load work for each technician for the day, and changes could cause major havoc.
- Techs had to call into dispatch to get new assignments or wait for dispatch to rearrange their workloads, which is highly inefficient.
- Three different workflows were required to manage work orders based on the various requirements call types.
- There was no automation or integration between financial and timekeeping, so techs had to access two separate systems, requiring multiple login credentials and often duplicating entries.



Hawaiian Telcom

Dedicated to serving Hawaii, our home. Hawaiian Telcom, established and headquartered in Honolulu since 1883, offers a full range of services to business and residential customers including internet, video, voice, wireless, data network solutions, and security, colocation, and managed and cloud services—all supported by the reach and reliability of its next generation fiber network and 24/7 state-of-the-art network operations center.



The KloudGin Solution

Hawaiian Telcom embarked on a mission to replace their old systems and build a foundation for future success through self-supportive field operations.

Hawaiian Telcom implemented the KloudGin Mobile Field Service & Management Suite which includes scheduling and dispatch, time clocking, dashboards, and reporting. This has enabled Hawaiian Telcom to manage workflows with either automatic or manual scheduling through a single, easy-to-use platform.

In addition to short-cycle work, Hawaiian Telcom uses KloudGin for fiber optic cable installation projects across all the Hawaiian Islands. Long-cycle fiber project details, schedules, budgets, and tasks are defined in KloudGin and then routed for approval and build cycles.

The KloudGin platform manages unique processes specific to the telecom industry. These processes include Drops, Installs, and projects requiring work completion between repair and conduit crews.

ERP Integration

Work orders are created for employee and subcontractor crews who use the Mobile App to clock their time against tasks. Managers complete the work orders, charge labor hours to the job, and inventory is tracked and sent automatically to PeopleSoft ERP.

GIS Integration

KloudGin is also integrated with Hawaiian Telcom's Fleet Management System, Geotab, to help monitor technician productivity. KloudGin updates work orders with the exact location of terminals and cross-connects on a map to provide driving directions for the technicians.

The Results

Outstanding Customer Service

With KloudGin, Hawaiian Telcom has improved the customer experience in terms of meeting expectations.

QUICK FACTS

- ✓ Completion rates of both installs and repairs increased from 80% to 87.3%
- ✓ Repair time improved 10-15%
- ✓ Appointments met to date increased to 93.5%
- ✓ Average hours per install reduced from 4.2 hours down to 3.96 across the state
- ✓ Automation eliminated human error and provided faster revenue recognition
- ✓ Field crews get automated work order assignments in a single mobile app
- ✓ Dispatch operations gained efficiencies and eliminated routing inefficiencies
- ✓ Automated timekeeping and approval process
- ✓ Financial and schedule risks are highlighted through notifications

SOLUTION SUMMARY

- ✓ Field Service Suite
- ✓ Asset Management Suite
- ✓ Mobile App
- ✓ Connected Customer
- ✓ GIS & ERP Integration

With KloudGin, all Hawaiian Telcom field crews have a single native mobile app which is easy to use, deploy, and maintain. Moving to automated scheduling is driving better operational efficiency and use of our resources. We are also excited about deploying additional modules, such as Connected Customer, which will greatly improve the customer experience.

BEN MORGAN | VICE PRESIDENT OF CUSTOMER OPERATIONS

Improved Field Crew and Dispatch Efficiency

Field crews, both employees and subcontractors, now have a single login to a native mobile app to access all of their work. Techs no longer call into dispatch to get new assignments. For dispatchers, while there was initially some concern over what was perceived as a loss of control, the efficiencies have made them much happier. They receive fewer calls from techs for work assignments.

Commitments Met – When Hawaiian Telcom gives a customer a due date, they strive for 85 percent success. According to Kerry Won, Director of Field Operations, “KloudGin’s automated system that assigns work to the next available technician has helped us improve completion of work on the due date.”

Appointments Met – Hawaiian Telcom strives for one-hour appointments. Won explains, “Statewide, we are now scoring in the mid-to-high 90th percentile for appointments met.”

Travel Time – With KloudGin, travel time is now less than 20 minutes per call. Won states, “That provides us better success in knowing that we can meet an appointment window and meet the commitment date that we promised to the customer.”

Repair Time – Repair times have improved 10 to 15 percent from the previous year, before KloudGin. The original objective for repairs was two hours or less, and now the repair time has dropped from 1.8 hours to 1.69 across the state.

Hawaiian Telcom’s Ongoing Digital Transformation

Hawaiian Telcom is now implementing KloudGin Connected Customer for outbound customer calling, appointment reminders, and also plans to implement the “track technician to customer” feature.

Additional projects include integrating their inventory system with KloudGin Asset Management. Like many technology-driven companies, a large inventory of electronic equipment is required to provide services to residential and business customers. Each piece of equipment is part of their asset inventory and each one has a barcode. Their current inventory tracking software is manual and does not support real-time updates. The system updates every 24 hours, which can make it difficult to accurately track active inventory. The KloudGin Asset Management system will be deployed within the next few months to improve the update process.

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KloudGin has been a great partner for Hawaiian Telcom. Because of the efficiencies gained in the field and in our call center, we met more appointment windows, had more capacity to pick up work, and met more of our commitments.

KERRY WON
DIRECTOR OF FIELD
OPERATIONS

About KloudGin

KloudGin is a trusted provider of the only combined, industry-focused mobile Field Service and Enterprise Asset Management solution that connects customers, employees, and assets using AI-powered access to information, on any device.

Built for the workers so they can transform the customer experience and improve worker productivity to effectively meet the challenges of today—and the demands of tomorrow.

For more information visit
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