

Field Operations Solution for Telecommunications

Simplify Network Operations, Reduce Costs and Improve Customer Loyalty

The Telecom industry has been experiencing unprecedented growth and change. Driven by consumer demand for more services and faster broadband speeds, the industry has responded with expanded offerings and significant infrastructure investment in fiber optic buildouts, more small cells, towers, and 5G wireless networks. As a result, more (and diversified) carriers have entered an already competitive landscape, putting even more pressure on margins.

It is critical for telcos to execute superior field operations to maintain their competitive advantage to support future growth.

One of the daily challenges is maintaining large, geographically dispersed networks, while supporting long and short-cycle work, to ensure network uptime and integrity while keeping customer satisfaction high.

Key Capabilities

- Enterprise Asset Management
- Field Service Management
- Connected Customer
- Connected Contractor
- Mobile Workforce Management
- Work Order Management
- Auto Scheduling & Dispatch
- Route Optimization
- Analytics and Reporting
- AI/ML Capabilities
- Predictive Maintenance (PdM)
- Advanced Integration Engine

Key Benefits



Reduce Operating Expenses

Reduce operation costs to bolster margins. Crews can do more with less, resulting in fewer technicians needed, and higher rates of first call resolution. Artificial Intelligence, Machine Learning, and Predictive Maintenance puts you in front of a minor repair before it can become critical and costly.



Improve Asset Infrastructure & Extend Asset Life

Real-time predictive data provides a reliable view of asset health to make strategic decisions on whether to fix or replace certain assets. Employing proactive measures results in lower maintenance costs and safer maintenance practices while dramatically reducing equipment and system failures.



Elevate Customer Experience

Keep your customers happy by providing convenient and personalized connected service. Empower them to report issues, book appointments, and receive real-time arrival and job updates. Optimized routing and auto-scheduling enables shorter appointment windows and quicker response times.



Easily Manage Rapidly Growing Infrastructure Challenges

KloudGin's SaaS platform lets you scale operations to meet rapidly growing infrastructure challenges. Get 360 degree visibility and management into infrastructure projects for fiber optics, new towers and cells, 5G and future technologies. The platform is highly scalable, configurable and flexible to match your growth objectives.



Improve Field Service Delivery

Deliver information to the field team when and where they need it. Get more jobs completed faster with real-time work updates between field and dispatchers. Manage a hybrid workforce by enabling contractors to easily track, update and complete work orders dispatched to them.



Ensure Compliance and Safety

Better manage and track regulatory reporting and compliance with streamlined field operations. Support compliance requirements and worker safety audits to avoid potentially costly fines or unwanted negative exposure.

KloudGin Delivers Quantifiable Results

50%

DECREASE IN SCHEDULING BACKLOG

16%

REDUCTION OF AVERAGE HOURS PER INSTALL

10-15%

REPAIR TIME IMPROVEMENT

25%+

ADMINISTRATIVE PRODUCTIVITY GAINS

KloudGin Knows the Telecom Industry

With KloudGin, all your mission-critical field operations needs are managed in a single platform, for all types of work, both long-cycle and short-cycle, for all asset types including fixed, linear and smart assets. Coordinate work operations in real time, manage your entire workforce and improve job efficiencies to better serve your customers' needs and ensure system integrity.

It is more critical than ever for Telcos to execute superior field operations to maintain competitive advance and to position for the future.

KloudGin Single Solution FSM & EAM

- Simplify complicated operations and multiple work streams and flows
- Improve visibility with a holistic view of long and short-cycle projects including planning and real-time progress to completion against budget
- Increase efficiencies and productivity to reduce costs, remain competitive, raise customer satisfaction and grow the business
- Proactively prepare for future industry change and uncertainty

“Working with KloudGin quickly became an easy decision – they really seemed to get what we needed – they understood our business requirements.”

Jim Stuver, VP Customer Experience, Greenlight Networks

One Single Solution to Manage All Asset & Field Work

KloudGin has created the only single software platform solution that manages and interconnects all FSM and EAM processes to create an ecosystem to connect customers, field support staff, contractors, assets.

INFRASTRUCTURE (LONG CYCLE)

- 5G wireless network roll out
 - Small cell and DAS deployments
 - Network densification
- Fiber-optic networks buildout
- Fiber and cable installation
- Fiber loop installation
- Tower maintenance
- Install agreements, burial agreements, waivers, permitting
- Mobile Network Operator (MNO)
- Outside plant (OSP)
- Colocation and leases

SERVICES (SHORT CYCLE)

- Last mile, drops, hardware installations
- Broadband, cable, satellite, high speed internet access
- Internet Service Provider, data, video, VOIP, wireless, web hosting
- Colocation
- Install and repairs



About KloudGin

KloudGin is a trusted provider of the only combined, one-cloud, industry-focused mobile field service, work and asset management solution that connects customers, employees, and assets using AI-powered access to information, on any device. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify siloed systems, resources, and processes so they can transform the customer experience and improve worker productivity to effectively meet the challenges of today—and the demands of tomorrow.

Contact a KloudGin industry specialist to learn more.

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Smarter Assets. Smarter Workers®

