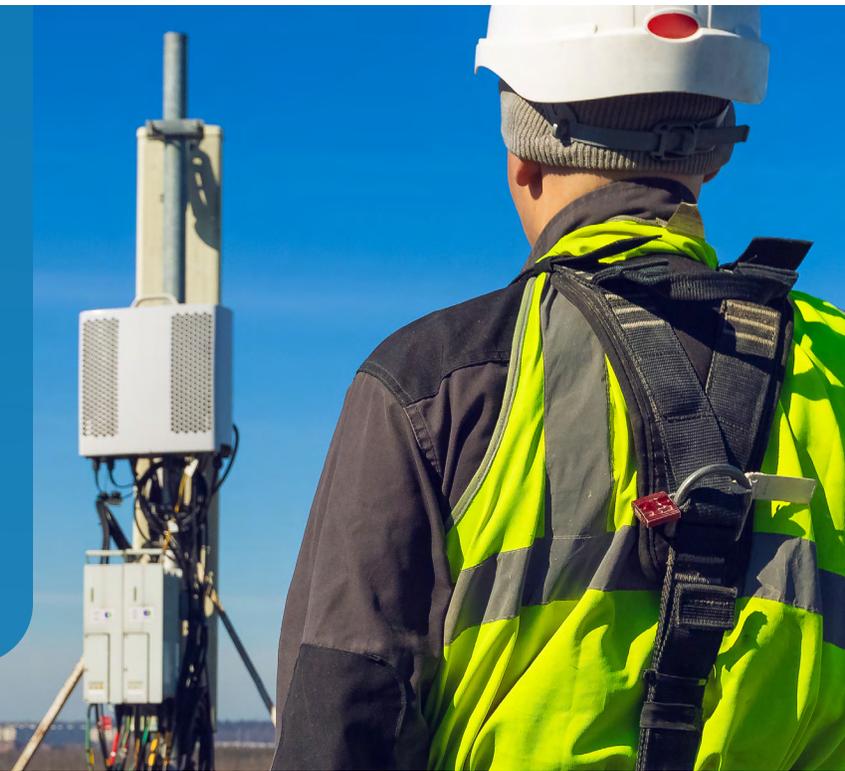# How to Achieve Greater Visibility to Improve Field Operations Productivity & Growth

FOR THE MOST PRODUCTIVE, EFFICIENT, AND SAFE FIELD SERVICE MANAGEMENT, COMPLETE VISIBILITY IS CRITICAL TO YOUR TELECOM BUSINESS OPERATIONS AND CUSTOMER SERVICE.

HERE ARE TEN WAYS GREATER VISIBILITY CAN DRAMATICALLY IMPROVE RESULTS.

1. Connect With Your Customers

Improve your customer's visibility. Keep them happy by providing convenient and personalized interactions with your field personnel. Empower them to report issues, book appointments and receive real-time arrival and job updates. A self-service portal is an easy and cost-effective way to provide excellent extended customer service.

2. A Complete View of Work

When providing mission critical service, a complete, real-time, 360 view of all jobs, locations, and resource usage and availability is paramount. The ability to create and track innumerable multi-stream work orders, based on completion status and work history also enables far more strategic and cost-effective preventive maintenance.

3. Real-Time Status for Scheduling and Dispatch

A real-time view into technician location and status, combined with automated AI-based scheduling, enables a higher level of scheduling and dispatch efficiencies that accelerate speed to resolution while significantly improving outcomes. The result can be an up to 24% increase in field productivity and service cost reduction up to 15%.

4. Optimized-Routing

When meeting on time customer service KPIs, as well as emergency response, route optimization is essential. When dispatch and crews have full visibility into traffic, potential delays, priority, and distance, crews spend more time on the job vs. in the truck, resulting in an up to 20-35% increase in work order completion.

5. Location Intelligence

Building and maintaining geographically dispersed network assets is expensive. Planning, coordinating work orders, routing, and real-time service window optimization makes location intelligence crucial. Strong GIS capabilities enable improved business processes for better visibility and customer service and support.

6. Fleet Management

Downtime of your vehicles is not an option as they are a significant asset in getting telecom field work completed. Manage your entire fleet requirements all in one system to ensure vehicle safety, and ultimately your workers safety.

7. Arrival on Site

Geofencing will provide complete visibility into the movement of field resources. Safety is improved and customer experience is enhanced with alerts of field crew arrival and work progress.

8. Access to Information

Full, easy and real-time access to information on every customer, account detail, safety hazards, work history, and asset history enable quick and efficient task completion. An intuitive, easy-to-use interface will ensure even the least tech savvy field technician is highly productive.

9. Asset Management

Complete visibility of all company or customer-owned and shared asset information helps prevent downtime while increasing asset utilization. Proactive asset management will maximize the lifetime of telecom assets, and ultimately reduce CAPEX, and increase return on capital and infrastructure investments.

10. 360° Business Operations Intelligence

Improve insight into your operations with a solution that seamlessly incorporates work management, asset management, field service, and supply chain for complete visibility across your entire telecommunication business.

Discover
360° Digital Visibility to Your Field Operations

Avoid siloed applications that will inhibit the ability to get a complete view across your telecom operations.

Bring together all the data you rely on from multiple systems to provide a 360-degree digital view to help manage your work, workforce, and assets. Connect customers, employees, contractors, sensors, devices, and equipment for easy access to real-time data and complete visibility.

Contact KloudGin to Find Out How

About us

KloudGin is a trusted provider of the only combined, one-cloud field 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.

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