

Workflow Manager

Take control of your construction programs and operations of your telecoms network by giving your staff and contractors the geospatial intelligence they need to get their jobs done right the first time.

IQGeo's Workflow Manager™ helps you control construction and maintenance activities from end-to-end, keeping teams informed of project, trouble, and maintenance ticket status. It gives all stakeholders the geospatial context and real-time operational information they need to improve process productivity and enhance team collaboration.

Built on IQGeo's mobile-first platform, it provides critical project and ticket information on any mobile device in the field, as well as back-office workstations. Workflow Manager can be quickly configured to model a wide range of construction and operational workflows to ensure accurate and consistent process management. Custom integration also allows additional information sources to be correlated with the workflow including sensors, project status, crew location, telemetry and alarms.

With Workflow Manager, project leaders can quickly define manual and automated workflows and assign tickets to staff and contractors. The progress of jobs is clearly visible in the field, identifying timelines and budgets at risk. Enhancing operational productivity and collaboration, Workflow Manager accelerates time-to-market and improves customer satisfaction.

Problem

Consumer demand and competitive pressures are driving telecommunications service providers to undertake huge fiber and 5G next generation network construction programs. Copper lines are being replaced with fiber, HFC networks are being upgraded to remove amplifiers from the coax plant and mobile providers are densifying their networks with small cell deployments.

These construction projects combined with the ongoing maintenance activities for increasingly sophisticated infrastructure can lead to major operational inefficiencies if not properly managed. All too often, construction and maintenance teams face complex projects involving major capital investments with nothing more than printed work orders, a paper map and a spreadsheet. It's no wonder that projects consistently miss timelines and budgets, and delays in MTTR create unhappy customers.

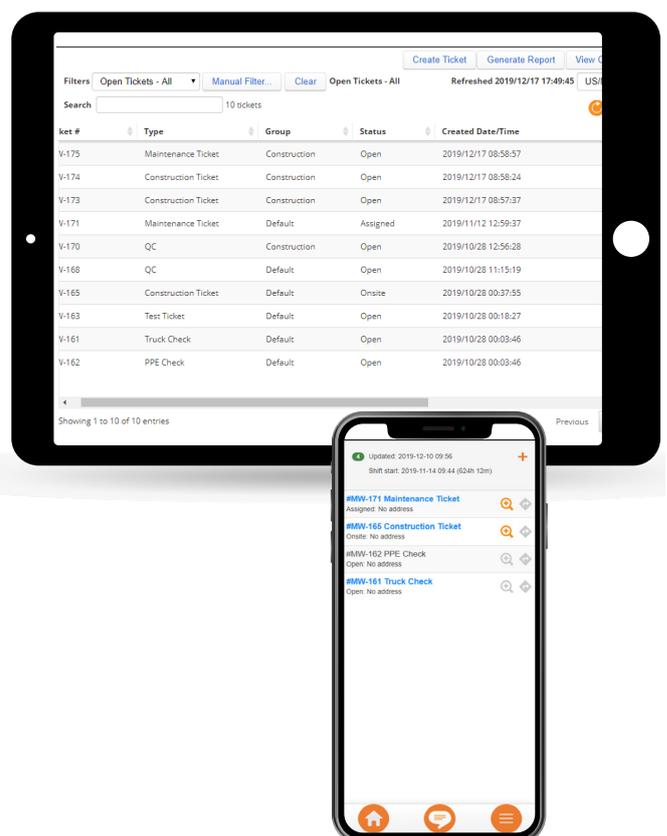
Solution

Workflow Manager gives you end-to-end control of your construction jobs and maintenance activities. All stakeholders are kept informed of project progress and ticket status directly from their field mobile devices. Workflow Manager provides critical geospatial context in an easy-to-use interface that simplifies and correlates all relevant operational information. Field crews now have the information they need to execute jobs and provide feedback information on the realities of the as-built environment.

Why Workflow Manager?

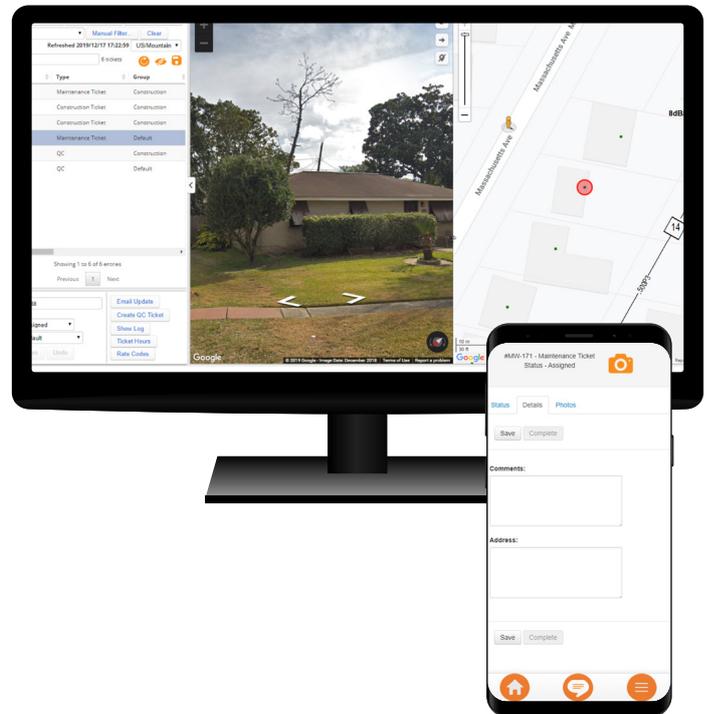
Unlike legacy approaches, Workflow manager is...

- Network map based, displaying project progress and ticket status in a friendly, intuitive "Google Maps" view that includes the outside and inside plant network to accelerate correlation
- Mobile-first, so is simple-to-use on any mobile device for field staff and contractors, on-line or off-line
- Vendor agnostic, integrating with any data source and operational dashboard
- Built specifically for telecommunications network construction and maintenance



Business value

- Accelerate construction timelines and time-to-market
- Reduce MTTR on maintenance activities
- Reduce construction program and maintenance costs
- Minimize re-work, go-backs and repeat trouble tickets
- Enhance collaboration between the field and office
- Increase customer satisfaction (NPS) and reduce churn



Product features

Support for any device, anywhere, online and offline

Workflow Manager leverages the rich, “mobile-first” architectural benefits of the IQGeo software platform. Using open source browser-based technology allows you to simultaneously support a range of mobile tablets and phones from anywhere on your network. Field crews can operate online and offline to accommodate gaps in mobile network coverage and to facilitate disaster recovery during severe weather conditions.

Configure ticket definition

Workflow Manager is ticketing system agnostic, providing highly flexible ticket definitions. It can run independently or pull tickets from leading vendors such as Maximo, SAP or CGI. Workflows can be quickly created, and tasks defined to supplement existing ticketing systems.

Link map-based network data to ticket information

Adding geospatial, “map-based” intelligence to the ticketing process dramatically improves operational productivity. Crews can view ticket location information before going into the field, ensuring they have what they need to get the job done right the first time. Once in the field, they can also record new site data and make as-built corrections. Being able to view and capture accurate site data accelerates MTTR, reduces return tickets and ensures maximum efficiency on future field activities.

Manage field technicians and assignments

Project teams have full visibility on the ticket locations for all field technicians allowing more efficient route planning and optimization. It’s also possible to set permissions on the type of data that is provided to field crews. This is particularly important when deploying 3rd party contractors where it’s often necessary to restrict access to proprietary or inappropriate information.

Record ticket and field progress status

Field crews can easily and quickly update ticket status on the progress of open jobs, providing a real-time view of job status. Project managers and engineering teams can view this ticket status in order to monitor progress, make rapid informed decisions and keep critical path projects on track.

View ticket progress and identify critical issues

Progress on active tickets can be filtered using a range of criteria such as status, contractor or geographic area. This provides a sorted view of real-time activities, helping to quickly identify critical issues and proactively trouble shoot downstream scheduling or project timeline consequences. There is also a full custom report generation capability to support more sophisticated ticket progress reporting requirements.

IQGeo advantages

IQGeo is a leading developer of geospatial software for the telecommunications and utility industries, accelerating productivity and collaboration across enterprise planning, design, construction and maintenance processes. Our reality-centric solutions create and maintain a real-time, accurate view of complex network assets, dramatically improving data quality and currency. IQGeo's open, mobile-first architecture streamlines operational processes using any device, in the office or in the field, enabling

greater business collaboration. We help network operators meet their digital transformation ambitions, saving time and money, while improving safety and enhancing customer satisfaction.

- Built for infrastructure companies
- Mobile-first architecture
- Open and flexible platform
- Fast and cost-effective to deploy

