

IQGeo services

As a global geospatial software provider to telecoms and utility network operators for more than a decade, IQGeo's service professionals have an intimate understanding of the technical requirements and business objectives of these industries.

Experts at supporting your business strategy with our enterprise geospatial software, we have developed our own proven service methodology that incorporates insights and best practices from approaches such as Agile Scrum, Kanban and Waterfall.

Your success is the singular mission of our team, and we ensure this with a carefully considered service offering designed to establish and nurture a long-term partnership. Working together, IQGeo will always focus on project efficiency and will never deliver an over-engineered or unnecessarily complex deployment. We pride ourselves on our transparent service framework that provides the right guidance and resources, at the right time. The IQGeo service methodology ensures an efficient and effective implementation that evolves with your business to achieve your ambitious digital transformation objectives.

Customer service lifecycle

1 Business planning



2 Technical design



Business planning

IQGeo works with your team to plan a successful implementation with realistic goals and clear priorities that have been established and agreed by all your key stakeholders.

We quickly identify areas that provide the fastest ROI so you can demonstrate rapid progress with the IQGeo software and meet ongoing milestones throughout the project.

- Identify key business goals and priorities of the implementation
- Define a strategy for completely and efficiently meeting those goals
- Determine the best possible implementation approach for the established goals, budget and timeline



Technical design

The technical design scopes and defines the most appropriate solution architecture for your implementation. Critical to this process is identifying the software users and understanding their operational environment and workflow priorities.

This phase focuses on the application and security design for the targeted deployment and how success will be measured for the field and office users. Best-practice recommendations for hardware infrastructure are also an important part in the overall technical design process.

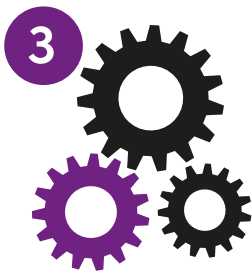
- Infrastructure reviews
- Data modeling
- Configuration design
- Application development design



3 Implementation services



4 Post-production support



Implementation services

Implementation includes the installation, configuration, development and roll out of solutions. IQGeo takes an iterative approach to this critical phase with a constant review, feedback and approval process.

Every aspect of development and deployment is considered down to the design and location of buttons on the user interface. Simplicity is a guiding principle throughout this process as it ensures the success of your implementation and the rapid adoption by your users.

- System configuration
- Application development
- Application testing
- Production deployment design and support



Post-production support

After your implementation has gone live, IQGeo is available to work with you to monitor, tune and maintain your deployment. This support provides trouble-shooting and daily system health checks to guarantee peak operational performance.

You can choose the level of ongoing support that's right for your business and budget with our Platinum, Gold and Silver programs. A range of training services are also available, including on-the-job training packets for your users and IT team as well as custom training to meet your specific needs.

- System and database maintenance
- Custom training design and development
- Staff augmentation and user support
- Managed services

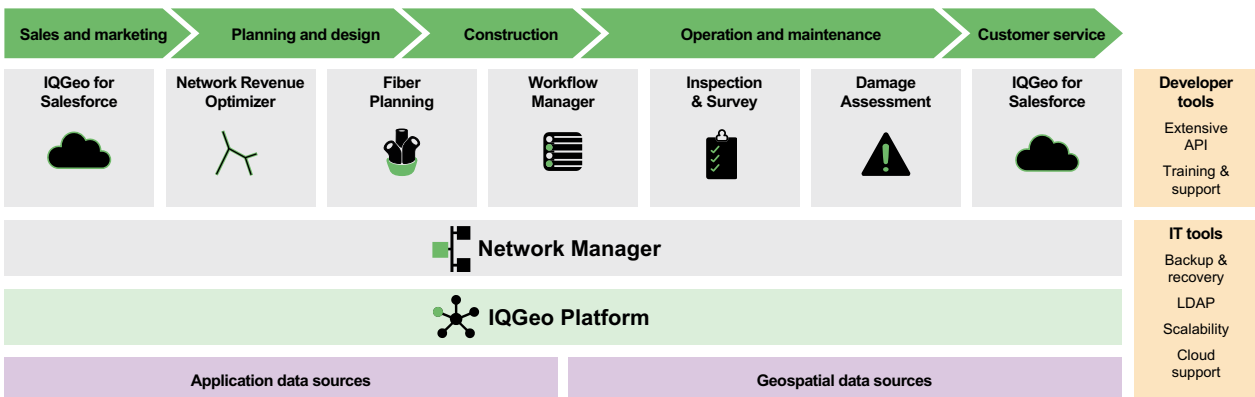
IQGeo advantages

IQGeo's end-to-end geospatial software improves productivity and collaboration across enterprise planning, design, construction and maintenance processes for telecoms and utility network operators.

Our mobile-first enterprise solutions create and maintain, an accurate view of complex network assets that is easily accessible by anyone, wherever and whenever needed.

Specialized applications combined with our open IQGeo Platform help network operators create a single source of network truth to meet their digital transformation ambitions and operational KPIs. Our award-winning, cloud-enabled solutions save time and money, and improve safety and productivity, while enhancing customer satisfaction.

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



To learn more about IQGeo consultative service offerings, speak to one of our account managers or contact our professional services team directly, via our website.