



## Workflow Manager

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

IQGeo's Workflow Manager™ software helps control telecoms 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 current operational information they need to improve process productivity and enhance team collaboration.

Built on IQGeo's mobile-first platform, Workflow Manager provides critical project and ticket information on any mobile device in the field, as well as back-office workstations. It 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.

# The Challenge

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.

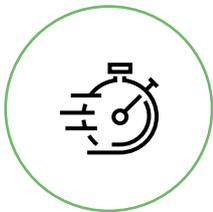
These construction projects combined with the ongoing maintenance activities for increasingly sophisticated infrastructure can lead to major operational inefficiencies if not properly managed. All too often, construction and maintenance teams face complex projects involving major capital investments 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.

## Key benefits



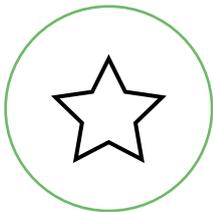
### Accelerate construction timelines

Eliminating paper-based processes dramatically improves operational efficiency by bridging the gap between field and office operations with current and accurate data. Workflow Manager improves the effectiveness of key processes, helping teams to meet and exceed planned construction timetables.



### Reduce MTTR and restoration times

Workflow Manager is designed to give field teams accurate information when and where they need it, allowing them to complete tickets correctly the first time. Go-backs are reduced, and service restoration times are cut, maximizing network uptime.



### Increase safety and customer satisfaction

With Workflow Manager field teams are empowered to rapidly address service and maintenance issues and capture and feed back field as-built and asset status information. Setting a new standard for network asset visibility improves operational safety and enhances customer satisfaction.



### Support for any device, anywhere, online and offline

IQGeo's mobile-first software democratizes technology. We enable approved users to view, manage and edit a current network view from any mobile device, anywhere, online or offline. The easy-to-use interface is rapidly adopted by field and office staff, improving collaboration across the business.

# Key capabilities

Workflow Manager provides a flexible set of capabilities that can be used to automate, manage, and track a wide range of field construction, maintenance and repair activities while integrating easily with other strategic operational applications.



## 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. While 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.

# Summary

Workflow Manager gives telecoms network operations 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. It 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 on the realities of the as-built environment, accelerating productivity and collaboration across the business.

## 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.

Our award-winning, cloud-enabled solutions save time and money, and improve safety and productivity, while enhancing customer satisfaction.

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.

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

