



## USE CASE

# Installation

The fifth-largest cable provider company in the US turned to TrueContext for assistance with challenges with its installation procedures. It needed a software solution to help techs easily install drop cables and document the process.



- ✓ Heightened productivity
- ✓ Improved data collection
- ✓ Standardized processes
- ✓ Meeting regulatory requirements
- ✓ Seamless customer feedback
- ✓ Improved first-time fix rate
- ✓ Cost savings



### **LACK OF STANDARDIZED PROCESSES**

The company's field technicians install fiber optic cables at various consumer dwellings and commercial properties. These cables are installed aurally, underground, or buried, causing the cable provider to need a solution that it could leverage to standardize and scale installation processes to meet every situation.

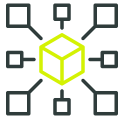
# The challenge

### **INEFFECTIVE DATA USE**

Field service engineers were not capturing data from installations accurately, nor were they able to share this information with admin staff or third-party contractors. The company sought a solution that would enable techs to capture data accurately and share it promptly.

### **COMPLIANCE & REPORTING**

The cable provider must comply with rules and regulations laid down by the Federal Communications Commission (FCC). It needed a software solution to help it respect FCC's complex rules and regulations and ensure it was always audit-ready. The company also needed help to take prompt remedial action against cable signal leaks.



# The challenge

## **CUSTOMER MANAGEMENT**

To avoid potential liability, the company needs to ensure customers understand and acknowledge that it will be installing cables on their property. The cable provider needed a solution to help its field technicians effortlessly capture consent upon installation, obtain customer feedback seamlessly and accurately, and easily and quickly view, analyze, and quantify this information.

## **SPECIFIC INTEGRATION NEEDS**

The cable provider sought a technology solution that could seamlessly integrate with its system of record to record and maintain customer and work order information.

## **LARGE, DIVERSE WORKFORCE**

With a large workforce made up of employees and third-party contractors, the cable provider required a solution compatible with Android and iOS mobile devices to ensure easy adoption by both groups.

# Outcomes

With TrueContext, the US-based cable provider company has dramatically improved its installation capabilities. They have generated positive business outcomes in several key areas:

## ▶ HEIGHTENED PRODUCTIVITY

The company's field techs have submitted over 905,000 forms over the past six months alone, thanks to TrueContext.

## ▶ IMPROVED DATA COLLECTION

Choosing TrueContext's solution has empowered the cable provider to simplify and streamline its data collection processes. Technician and field team productivity has improved now that accurate data is shared in real-time with back-office staff.

## ▶ STANDARDIZED PROCESSES

The company has successfully standardized installation processes and deployed forms that enable field technicians to install fiber cables in various locations. Installation forms are successfully used by both employees and third-party contractors regardless of device.

## ▶ MEETING REGULATORY REQUIREMENTS

The cable operator can now meet the Federal Communications Commissions' (FCC) complex requirements. Techs are equipped to capture and annotate photographs to ensure all data captured is accurate. They can also capture the customer and technician's signatures on the form to efficiently manage potential legal liabilities.

## ▶ SEAMLESS CUSTOMER FEEDBACK

The installation form is also used to collect customer feedback, helping the company collect feedback in real-time to act on any issues quickly. Employees can promptly analyze the data and identify trends plus recurring issues.

## ▶ IMPROVED FTF RATE

TrueContext has helped the cable provider rapidly identify and fix signal leaks, improving first-time fix rate.

## ▶ SEAMLESS INTEGRATION

The easy integration of TrueContext and Oracle Field Service Cloud, the company's system of record ensures data is stored in the right place and accessible to all who need this information.

## ▶ COST SAVINGS

Before deploying TrueContext, the cable provider relied upon a third-party developer to create applications. Switching to a no-code mobile field team platform has saved it a significant amount in developer fees.

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