



# PwC and OverIT

An innovative approach to Field Service Management

## Telco

An organic FSM platform can support **Telco** companies in overcoming their challenges: **Higher Customer Expectations** (in terms of speed, reliability, coverage and quality of service), **“Always On” Connectivity**, **Innovation**, **Data Security**, **Tailored & Customized Experience** and **Revenues Generation**.



### Business Needs



### Coverage by the solution

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| <p>&gt; <b>Engineering (construction of the new networks)</b><br/>Management of new network preliminary studies, creation of network, preventative and corrective operations on technical asset.</p> | <ul style="list-style-type: none"><li>• <b>Integration</b> between GIS and FSM solutions</li><li>• Contractors' <b>engagement, monitoring, payment</b> through mobile applications</li><li>• Advanced management of <b>on-call availabilities, technicians' skills and spare parts</b></li></ul> |
| <p>&gt; <b>Commissioning, Delivery</b><br/>Home or Commercial delivery, Quality checks.</p>  | <ul style="list-style-type: none"><li>• <b>Optimization</b> of booking of appointments</li><li>• <b>Time tracking</b></li><li>• <b>Material Management</b></li></ul>   |
| <p>&gt; <b>Assurance, Maintenance</b><br/>Service after sales, Moving and Patching to Other Licenses Operators.</p>  | <ul style="list-style-type: none"><li>• <b>Mobile customer engagement</b></li><li>• <b>Cross/upselling features</b></li></ul>  |
| <p>&gt; <b>Monetisation</b></p>  | <ul style="list-style-type: none"><li>• <b>Identification</b> of new revenues streams (through cross/upselling)</li></ul>  |
| <p>&gt; <b>Learning &amp; Development</b></p>  | <ul style="list-style-type: none"><li>• <b>Training</b> the field engineers in <b>remote</b></li><li>• <b>Simulation</b> of work processes and unfavourable contexts</li></ul>   |

## Contacts

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