TRESBU
technologies

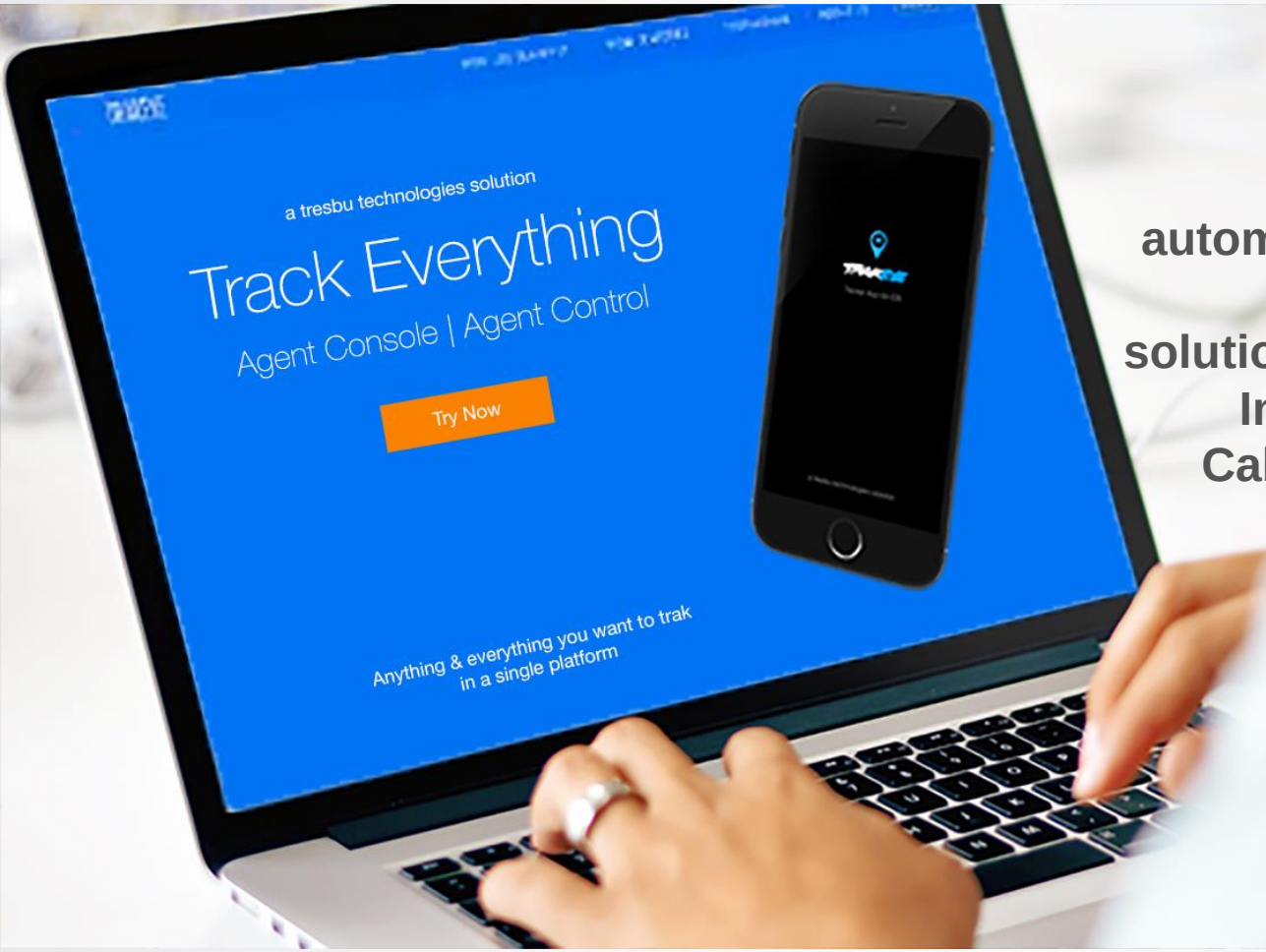
Real-time Field Tracking & Optimization

Location-aware Resource Tracking | Field Asset Management
Field Data Analytics

Introducing **TRAKEYE**

a Tresbu Technologies Solution

About TrakEye



TrakEye is an end-to-end automated and optimized, real-time, location-aware field solution for Telecom Operators, Internet Service Providers, Cable Operators, and others with field workforces

Field Resource Tracking and Control
Case Reporting and Resolution
On-Field Activity Monitoring
Field Asset Mapping & Management
Agile, Data driven & Cloud Based
Data Security & RBAC

Field Resource **Tracking & Control**

- Mobile application for the field agents
- GPS devices for the vehicles
- Manage and monitor field resources from mobile & web
  - Real-time and rule based tracking
  - Intelligent notifications based on the deviation from the assigned geography & task progress
  - Assign issues based on the agent availability in that geographical location

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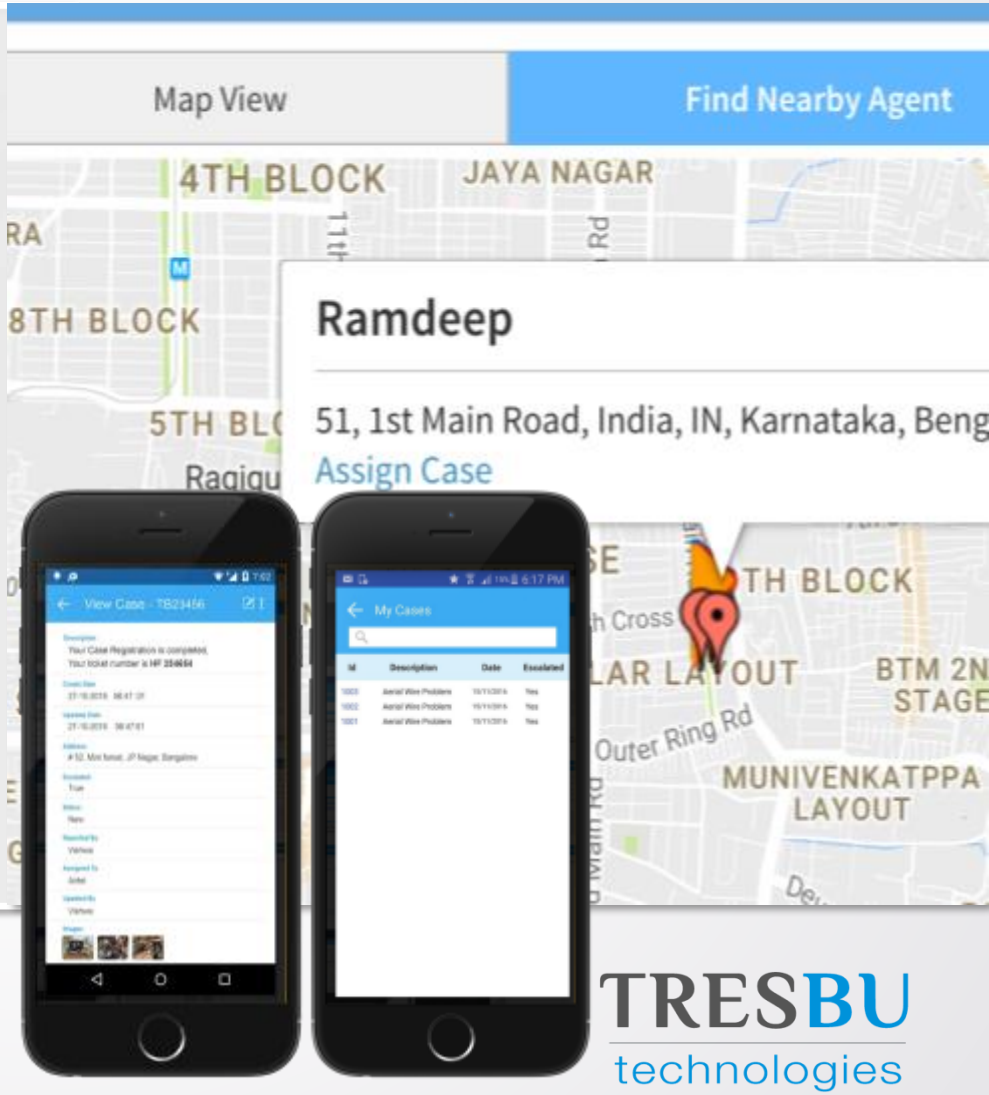
Case **Reporting & Resolution**

- Patrolling agents can report issue from where observed with live image updates
- Capture case geo location automatically
- Auto select the issue based on the past trend
- View and Update assigned tasks from mobile app from field
- “Find near-by agent”: assign case to the closest available agent

Field Activity **Updates & Notifications**

- Plan routes, based on Issue priority and geographical location
- Auto alerts from in-app and SMS notifications based on rules
- Enable on-field personnel to analyze , update , search for resolutions and fix it
- Update the progress of the issue with photos, videos and text in the context of the issue resolution



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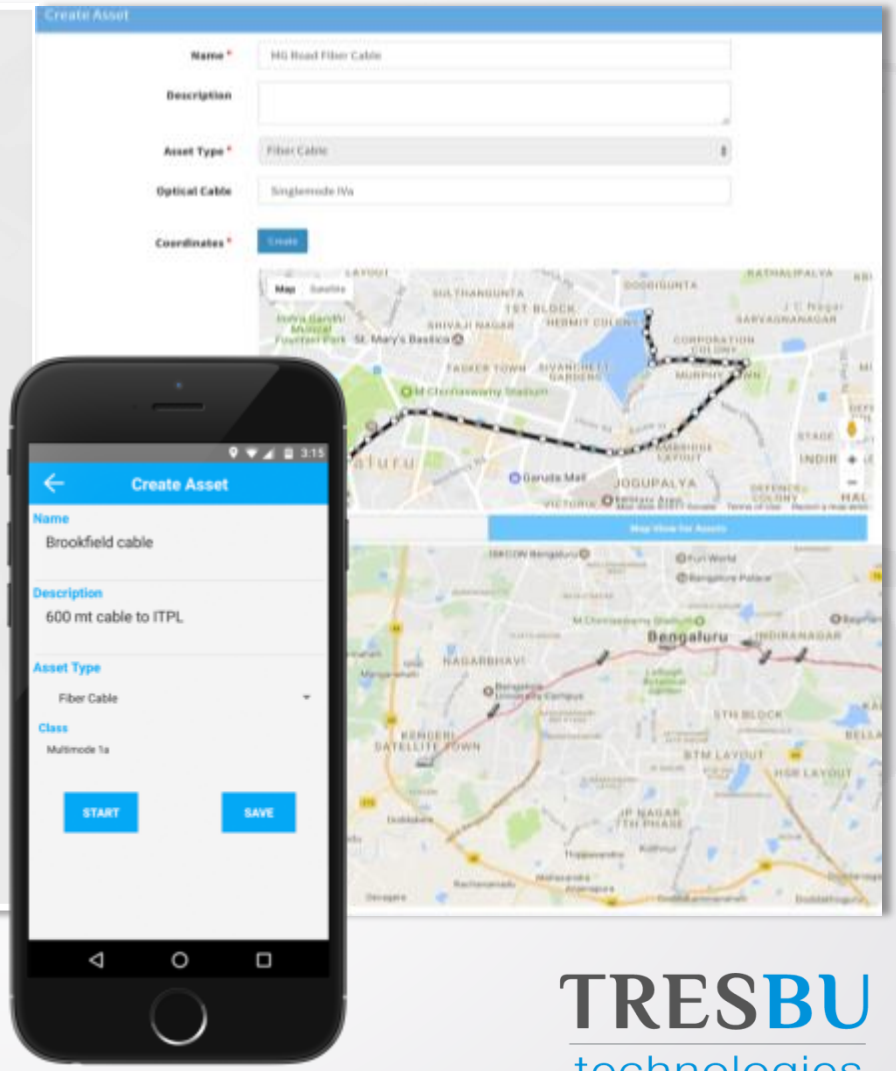
Field Asset **Mapping & Management**

- Track & Manage field assets efficiently
- Map field assets using mobile devices or manual mapping
- View all assets on map by type or geography
- Define asset properties by color, image, and type for greater distinction on asset dashboard



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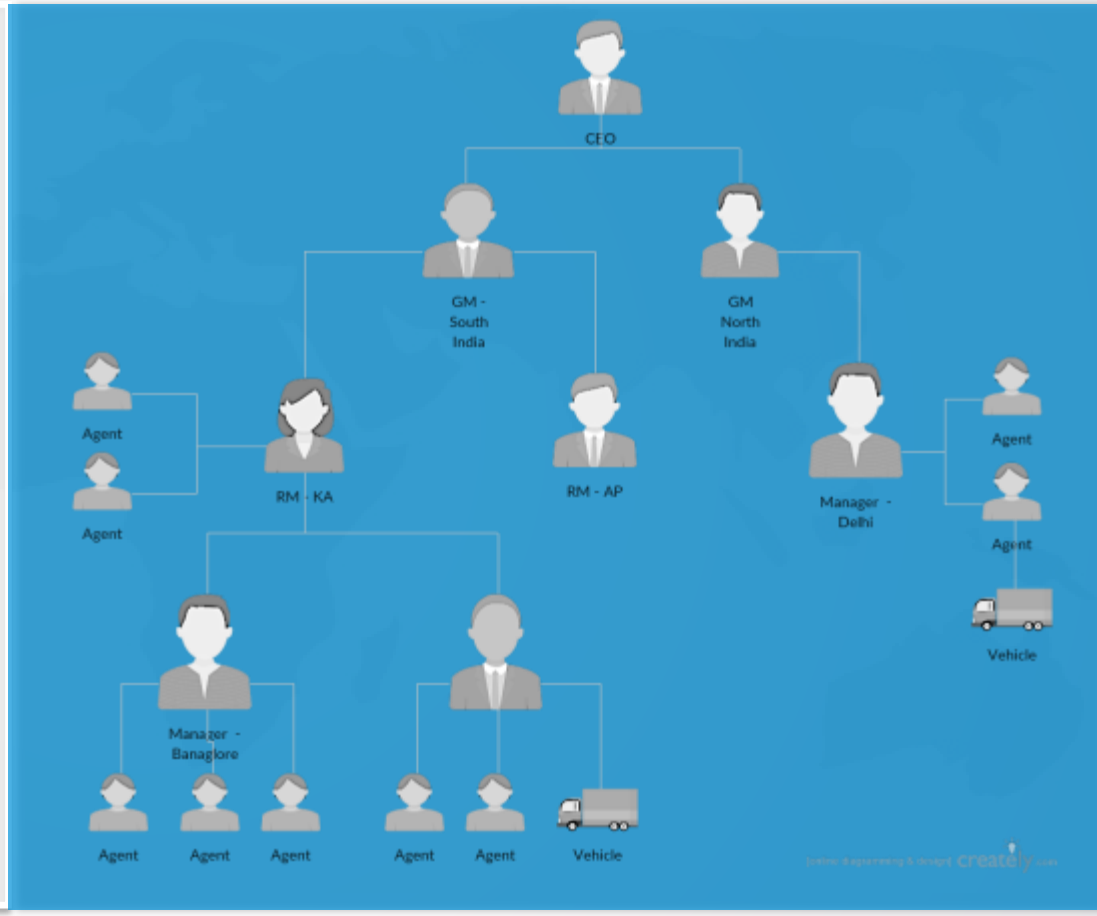
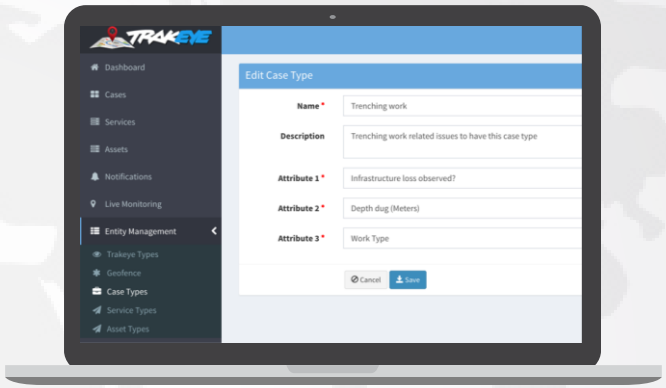
Data **Security & Access Control**

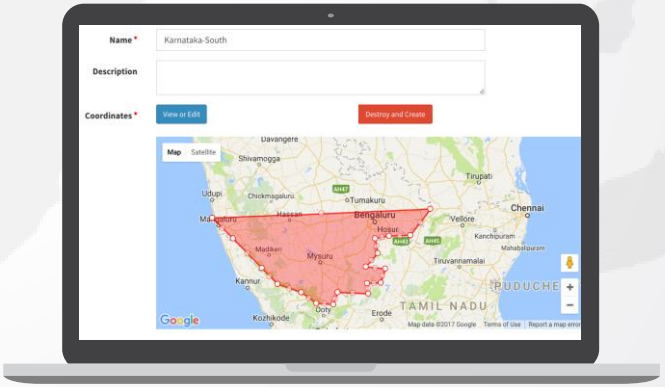
- Role based access control
- Role and Sub-ordinates Access logic
- Access data through APIs only
- Hosted on proven secured cloud
- Secured timely Data backup



Configurable **SaaS Solution**

- Enables configuration changes to define organization specific variables
- Admin can edit/modify these configurable entities anytime
- Minimized dependency on Tresbu support
- Scalable to any number of users
- Ready to use solution

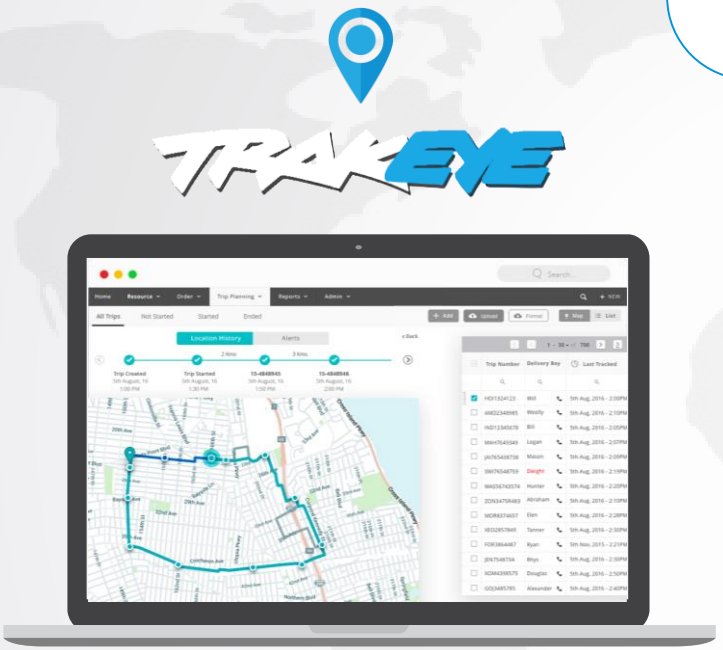




Data Driven | **Cloud-based**

- Cloud based SAAS application
- Open application with API's to integrate with the service providers issues tracking system
- Data driven application : Based on the past trend of resolutions and it will proactively propose most likely solution
- Management dashboard
- Live Monitoring of the agents on the field (Active, Idle, Inactive)
- Daily, weekly & monthly reports for field activity data
- Distance travelled and route mapping for field agents
- Mapping of the assets and its geo-location using the mobile device (Cabling routes etc)

TrakEye **Advantages**



1. One stop application for all the field issues integrated with numerous tools and applications
2. Availability of data in real time for decision making and field resource efficiency monitoring
3. Remove dependency on field agents for historical data
4. Integrated platform for optimized field resources management
5. Android & IOS Ready
6. Third Party Integration

Select **Case Study**

A Market Leading Broadband Provider

Field Sales/Service Agent

Problem

The telecom service industry (hardware technicians & maintenance staff) for ISPs and TelCo's in India is very disorganized. It relies on manual co-ordination between supervisors and field technicians, including ticket tracking in excel sheets, & updates based on phone calls, often struck in the traffic and loosing time for fixing problems , and at risk of loosing location based competencies when a technician leaves the company.

Challenge

Creating a system that automates large parts of the workflow for field technicians, with timely updates & escalations to supervisors. Other features include analytics for visualizing detailed trends, like frequent problem locations, equipment, & even personnel and making the field personal more knowledgeable to fix the issues in less time.

Solution

Mapping all the assets with the detailed list of issues re-solved and enabling the data for proactive and preventive maintenance in the context of the location and customer makes the field personal more knowledgeable and enabling him to reach reported location faster will help field personal to resolve the problem quicker.

While assigning field issues, competency algorithm enables the competency to be distributed across the team members automatically resulting in uniform competency.

Additionally, a geo-fenced system for field technicians that notifies them whenever a service (installation request) or ticket (repair request) is created in their area of operation, with configurable SLAs to ensure important issues receive timely attention from all the stakeholders. The exact location of the problem occurrence is presented to the field agent, using Google Maps, in the issue itself so that they spend no unnecessary time searching for the location. A tree style hierarchical organization can be quickly setup, with each branch in the tree governing different geo-fences.

Results

Field personal are more knowledgeable and are enabled with meaningful data to solve field problems and enabling them to reach the field location quicker resulting in 15%~20% productivity improvement.

Uniform competency across the team members through automatic process de-risks loosing competency and the organization is more innovative.

Routing the field personal in the context of field issues, SLA's and priorities, enables the field personal to travel less distance to solve same problems resulting in efficiency.

Partners & **Credentials**

Partners

Microsoft

salesforce

servicenow

IBM Watson

Platforms

Microsoft Azure

amazon web services

salesforce

LIFERAY

Drupal

App / OS

iOS

Microsoft

Marquee **Customers**

Free **Consultation**

THANK YOU

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