

# PLANT MANAGEMENT

With the tools needed to efficiently manage your fiber, copper, coax and hybrid networks, the Plant Management Solution offers many automated processes throughout its user-friendly design to save you time and optimize your resources. You will find the intuitive nature of the following systems helps you to streamline your processes and improve overall efficiency:

- ❖ Plant Records
- ❖ Bi-Directional Mapping Interface
- ❖ Fiber to the Home
- ❖ Trouble Reporting
- ❖ Workforce Management



## 'Smart Solution' Leads to Increased Productivity

From the automated assignment of customer plant facilities to the **intuitive nature** of the Trouble Reporting system, this application saves your staff a tremendous amount of time by **eliminating many tedious, manual processes**. The intelligence of the Trouble Reporting solution lets you select only valid trouble report codes for a specific line, and also analyzes the entire system to alert you of potential mass outages due to a common cause. This allows you to be more proactive in your customer service approach and ultimately gain customer confidence.

Accessing information in multiple databases can be cumbersome for both CSRs and technicians alike. Recognizing the need to quickly and accurately provide services to your customers, the integration between the Quintrex modules as well as third party mapping solutions streamlines the entire process.

The idea of 'doing more with less' has become a common theme for many communications providers. Whether that means fewer truck rolls or dollars to spend, the ability to **optimize your employees' time and company resources** is paramount. However, it is equally important that this is done without jeopardizing the quality of customer service.

The Quintrex Plant Management Solution is comprised of applications that save your employees time, increase data integrity and maximize operational efficiency. By optimizing the processes your remote technicians and dispatchers use on a daily basis, your staff can be more productive.

Through a continuous flow of updated information between the Plant Records system and your choice of mapping provider, your employees will see time savings and improved data integrity. At the same time, your CSRs can immediately assign plant facilities as soon as they are installed, repaired or updated. Your technicians also have instant access to customer

information when working on current facilities.

## Workforce Management Optimizes Time & Resources

Organizing your mobile assets and personnel, the highly integrated Workforce Management System assists in maximizing your employee's effectiveness in completing scheduled tasks. Advanced scheduling capabilities allow you to assign service orders, work orders and trouble tickets through one system. This allows **truck rolls, scheduling** and **inventory** to be successfully managed with a minimal amount of employee intervention. Being able to shorten drive times, schedule service installations by area and update techs with new jobs near their current location are just a few of the ways this program will help organize your employees' time.

By matching technician skill sets with the available jobs, you ensure that the person with the correct knowledge base is sent to complete it, creating an efficient use of employee time. The Workforce Management application will help you optimize every truck roll. ❖



### Plant Management Highlights

- ✓ System intelligence optimizes employees' time and company resources
- ✓ Automated assignment of plant facilities reduces errors by eliminates many manual processes
- ✓ Seamless integration between systems gives CSRs & technicians instant access to updated information
- ✓ Organize mobile assets and personnel to maximize employee's effectiveness