



# LEVERAGING FIELD SERVICE AUTOMATION TO IMPROVE PROFITABILITY OF MNOS AND TELECOM OPERATORS



## Field Service Automation Opens Up Enormous Possibilities

A ground-up approach to service order management, design principles, and infrastructure is essential for driving resilience in the present and augmenting capabilities for 5G in the future. According to a recent analysis of Field Service Management data & market share, 40% of organizations that use cloud-based technology solutions for field service automation experienced tremendous growth. And the benefits lie in customer retention and profitability. When the workforce is limited, and strict regulatory

guidelines govern field task allocation, MNOs and telcos stand to gain a lot with Field Service Automation.

FSA doesn't stop at just replacing menial tasks with automation. It extends into work order automation, scheduling, AI/ML-based auto-correction, and data collection to have far-reaching benefits. As telecom companies move into distributed services, they need data-related capabilities to build low-cost predictive models in use cases like network slicing, SD-WAN, edge services, etc. FSA is at the center of them all.

Last February marked one of the most significant milestones in the coming of age of 5G networks. Around 50,000 fans at the Super Bowl LIV in Miami took home more than just the live NFL game experiences. They witnessed first-hand exactly how fast 5G would be. While the event was mostly an effort to demonstrate 5G's networking capacity, the scale at which it was executed can only mean one thing - 5G is finally here!

With 5G bringing in a fundamental shift to networks, MNOs and telecom companies have a packed schedule of next few years – with few major transformations currently underway and some soon to kick in. Achieving their targets under the current pandemic situation and tight deadlines requires a great deal of automation. This is where Field Service Automation (FSA) could prove to be a game-changer for faster and efficient execution.





## How FSA Can Help the Telecom Industry Address Future Needs

Reports state that 52% of companies still stick to manual tasks and, therefore, cannot manage the rising costs of erratic scheduling, multiple fixes, and delayed billing. Field Service Automation could solve many challenges here, especially in the telecom sector. Some of the reasons why MNOs and telcos need to prioritize Field Service Automation now are:

- **End-to-end Digitization of Service Task Inspection:** Simplified interfaces make it easier for technicians to create and update tasks. Offline support enables its use on mobile devices, even with low connectivity. Robust FSA tools allow association with the asset being inspected so that all past inspections can be viewed for reference.
- **Modernization of Field Service Monitoring:** Companies can transition from manually handled spreadsheets to a high-tech platform that enhances efficiency by reducing human errors.
- **Logistics Efficiency:** Consolidation of resources on one platform makes for smooth allocation, job scheduling, better visibility, and improved service standards.
- **Standardization of Business Processes:** Legacy software with varying forms of data truths reduces the productivity of units that work remotely and offline. A standardized FSA process increases compliance.
- **Simplified Workflows:** Workflows need to be transparent, flexible, and easy to remodel so that your field service team can adapt to changing situations on the ground.

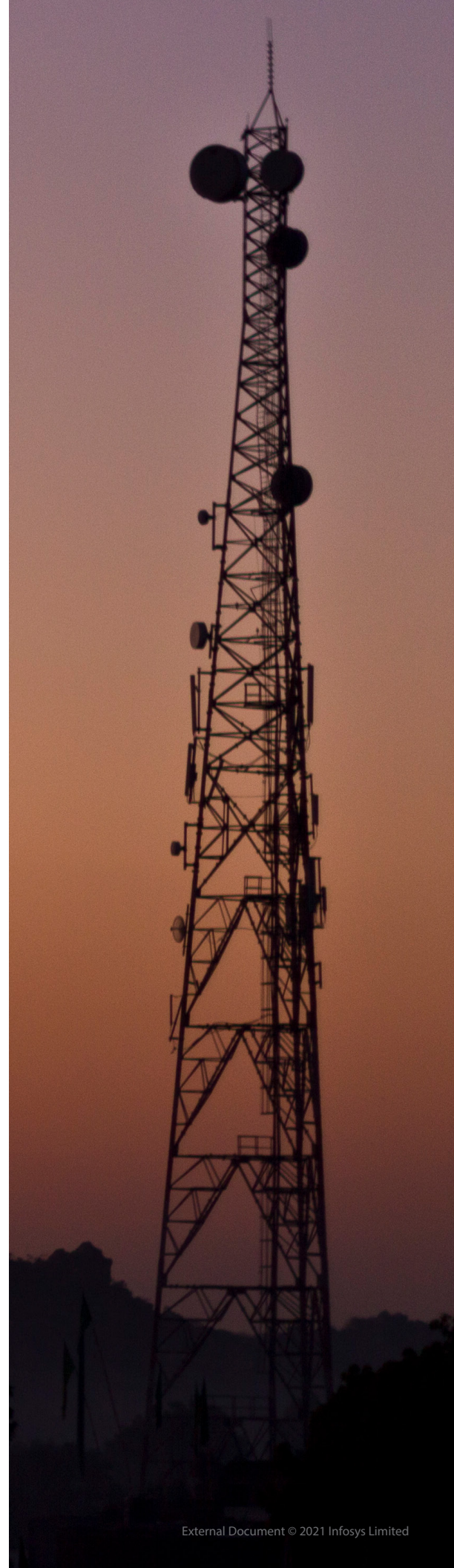
## Digitize FSA with the IoT-based Power Platform & D365 Connected Field Service

Telecom companies and MNOs cannot afford to be bogged down by legacy challenges or unplanned downtime. They need predictive solutions that are backed by data and help in speedy execution.

FSA is incredibly valuable for telcos for the wealth of data it generates. This data can be turned into useful metrics to optimize processes and the workforce. When acted upon, the knowledge derived from this data improves frontline worker productivity, reduces costs, and increases profitability.

D365 Connected Field Service and Power Platform from Microsoft are well-suited to accelerate the digital transformation of legacy operations in the telecom sector, providing an end-to-end platform for Field Service Automation.

Infosys has proven experience in implementing the D365 Connected Field Services & Power Platform solutions to streamline and digitize last-mile services for telcos. Using the Azure IoT-based platform, Infosys has implemented omnichannel data-informed services in many use cases. This increased the clients' system productivity and reduced case routing time and errors by 80% in many cases.



## To Conclude

The pressure on companies in the telecom sector to provide better digital communication is imminent. From infrastructure revamping and provisioning to post-purchase support and servicing, field workforce productivity plays a prominent role in improving telcos' ROI in the 5G era.

Going further, telecom companies can employ FSA in their quest to become more knowledge-centric and outcome-centric. The implementation of IoT and AI in Field Service Automation will enable the intuitive use of resources. As more companies adopt

the servitization model, this data trove can be mined to equip what-if scenario capabilities for predictive aftermarket servicing.

Field Service Automation, especially with an IoT-strengthened solution that offers data-related capabilities, is the best place for telecom companies to start digitally transforming for the future.

Infosys' innovative solutions for the telecom industry boosts unified field service management that can be utilized to create future-ready predictive models for field service.



## About the Author

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As a Practice Head, Sankar Konduru, was responsible for Business Strategy, Go-to-Market, Marketing, Pre-Sales, Operations and Service Delivery of Infosys Engagements - executed on various COTS platforms / solutions both on-premise & cloud. Has more than 24 years of IT consulting and leadership experience in practice management, managing and incubating new service lines (Consulting Solutions for Microsoft Biz Apps & Power Platform, HCM practice, HRO Platform offerings, Workday and WFM practices in Infosys), governance and delivery management of large Transformations & outsourced engagements.

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