



## Field service extends its activities and geographical area

Network 41's field service department is on the spot when private customers experience disruption in the Swisscom network. But that's not all: since this year field service employees have been expanding their skills – taking care of business customers and carrying out cable connections.

Some 37 Network 41 field service employees are deployed on a daily basis over a large area of German-speaking Switzerland on behalf of Swisscom. Their job is to rapidly eliminate land-line or internet faults for private Swisscom customers (Service Assurance).

Employees also carry out on-site installations of internet routers and Swisscom TV. Over the past 12 months, Network 41 technicians have eliminated a total of 17,286 faults and carried out 2,255 on-site installations.

When it comes to deployment scheduling, the field service uses a dispatching system that is operated jointly with Swisscom, the client. "The

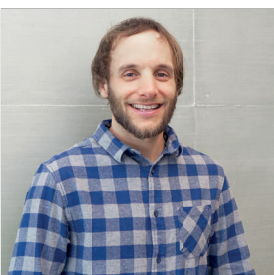
fully automated app deploys the staff available so as to save time and money," explains Marcel Lang, Field Service Project Manager with Network 41. The dynamic system updates operations every six minutes. As soon as a technician has completed an order, outstanding appointments are redistributed among the team in a way that makes most sense in terms of location and time. "The system minimises long journeys and waiting times," says Marcel Lang.

### **Well-trained employees**

Since this year, Network 41's field service employees have also been responsible for business customer support – specifically in the area of access networks "from the head office to the modem", as Marcel Lang explains. For this purpose, the technicians received further training as well as acquiring cable connection skills. In the case of new buildings or relocations, new customers have to be hooked up to the cable network, and the field service staff are now able to take care of these electrical connections, too. In the past twelve months, they have carried out 6,739 cable connections.

At the same time, Network 41 supports Swisscom in continuously replacing the existing copper cables with fibre optic cables, as well as setting up a continuous network without breaks. Here the field service team is responsible for limiting disruptions to the fibre-optic network. "This makes a technician's job broader and even more interesting". It also enables the company to ensure more effective use of staff capacity. Marcel Lang says: "These further training courses have turned our employees into multi-skilled technicians. One person can take care of everything. And we're getting even more efficient in terms of personnel deployment."

Network 41 will also support Swisscom by expanding its Zurich site. Six employees have been working in the Zurich area since the end of 2017 – previously there were just three or four. "This means we can respond more flexibly to fluctuations in assignments and ensure stability, thereby providing Swisscom with even more effective assistance," says Marcel Lang.



**Marcel Lang**

Field Service Project Manager at Network 41

"Our field service employees are multi-skilled technicians. One person can take care of everything."