

INFORMATION

SmartGIS software is the GIS tool that automates customer requests handling, improves quality of responses and overall lifts the burden on customer support departments of telecom companies. It also facilitates resolution of various technical tasks by O&M and planning departments. Tele2 Russia completed two-phase integration of SmartGIS in 2020.

SmartGIS is built on top of TORUS Maps software platform, prototype of which was introduced by GISware Integro company to Tele2 Russia in 2015. SmartGIS was tailor-made for Tele2 and neatly follows requirements and requests of real users, provides an ergonomic interface, which boosts both, job efficiency and results quality of typical telecoms' departments, such as Customer Support Services, Customer Experience Management, Marketing and Technical Departments.

SmartGIS rollout in Tele2 Russia allowed:

- to speed up detection of technical problems that impose negative effects over subscribers and to reduce time-to-resolution;
- to register mass problems based on coming subscribers' requests;
- based on actual changes in network configuration, SmartGIS allowed to promptly calculate coverage, traffic and subscriber distribution maps which are then used for analysis and public disclosure at official webpages;
- to detect network trouble-zones, estimate QoS degradation in them, estimate amount and structure of subscribers affected;
- to form a single view onto actual Network state and status for all telecom's departments.

SmartGIS was integrated with Tele2 Mobile IT infrastructural services:

- Performance Management (OSS TORUS);
- Fault Management, Business Process Management, Inventory – via OSS TORUS;
- Radio Planning System;
- Location Based Service;
- Customer Relationship Management;
- Yandex GIS Services.

By now there are over 4000 Tele2 users registered within SmartGIS. More than quarter of them use the System on the daily basis. SmartGIS serves over 10 000 smart analysis requests per day, taking into account the actual network data in the reporting subscriber location, which provides high quality and swiftness of customer requests handling.

GISware Integro company, being developer and integrator of TORUS Maps software platform, demonstrates top-notch professionalism while developing and supporting the System for Tele2 Russia. They are truly focused on the end-results.

Sincerely yours,
Customer Experience
Management Director

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Original information letter available at

https://gisw.ru/sites/default/files/downloads/Информационное_письмо_SmartGIS-signed.pdf