Telecom Global

A telecom operator cut network downtime by 40% by tracking and monitoring its equipment

A nationwide telecommunications company tagged its network equipment with RFID, let sensor readings raise maintenance work, and replaced manual maintenance processes with tracked work orders.



40% reduction in network downtime

30% improvement in equipment utilization

25% increase in customer satisfaction scores

AT A GLANCE

INDUSTRY
Telecommunications

SIZE
Large

COVERAGE
Nationwide network infrastructure

PREVIOUSLY
Manual monitoring and maintenance

FEATURES USED
Connected Maintenance Insight

01 The client

The client is a large telecommunications company running network infrastructure across the whole country.

Its service depends on a large estate of equipment in the field working without interruption. Every failure that goes unnoticed becomes a service disruption that customers feel.

02 The challenge

Monitoring, equipment maintenance and issue resolution were manual, slow and prone to error. Without current insight into equipment status, problems were found late and equipment sat idle.

- Manual processes for monitoring and maintenance were slow and error-prone.
- No current view of equipment health or status.
- Service disruptions were found and fixed too late.
- Equipment sat idle because nobody knew where it was.

03 What they set up in Asset Infinity

The operator moved equipment tracking, condition monitoring and maintenance into Asset Infinity, configured around its own network operations.

Connected

RFID tracking of network equipment

Network equipment carries RFID tags, so its location is recorded and the equipment inventory stays accurate.

Connected

Sensor limits that raise work

IoT sensors on equipment report readings, and a reading outside its limit raises a work order straight away, so issues are acted on quickly.

Maintenance

Planned maintenance

Preventive plans and inspection checklists replace manual routines, so equipment is serviced on time across the network.

Insight

Equipment and downtime reports

Dashboards show downtime, open work and idle equipment, so managers can redeploy assets and target recurring faults.

04 How it works day to day

Here is how network equipment is looked after now.

SYSTEM

Watches the readings

Sensors on network equipment report readings. When one crosses its limit, a work order is raised for that piece of equipment.

NOC SUPERVISOR

Assigns a field technician

The supervisor assigns the work order to a technician with the right skills, who is notified on the mobile app.

FIELD TECHNICIAN

Fixes the issue

The technician records the work, readings and photos on site and closes the job, building the equipment's history.

SYSTEM

Raises planned maintenance

Preventive plans create inspection and service work on schedule, with checklists that cannot be skipped.

SYSTEM

Records equipment moves

RFID readers record tagged equipment as it moves, so the register shows where every item is.

NETWORK MANAGER

Reviews downtime and use

Dashboards show downtime, recurring faults and idle equipment, so spare equipment is redeployed where it is needed.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Monitoring	Manual, error-prone	Sensor readings with limits that raise work
Issue response	Problems found late	Work orders raised as soon as a limit is crossed
Equipment location	Unknown, equipment sat idle	RFID-tagged and recorded
Network downtime	Frequent disruptions	40% lower
Maintenance	Manual routines	Planned work with checklists
Costs	Driven up by downtime and idle assets	15% lower operating costs

06 How it rolled out

1

Workflows assessed. The client and the Asset Infinity team reviewed network management workflows, challenges and requirements.

2

Equipment tagged. RFID tags were attached to network equipment and recorded in the asset register.

3

Monitoring configured. Sensor limits and maintenance plans were set up to match the client's operations.

07 The results

20% improvement in overall operational efficiency from streamlined maintenance

15% reduction in operating costs

- Less idle equipment through better tracking.

08 Why it worked

Problems become work at once

A sensor reading outside its limit creates a work order immediately, so no one has to spot it and raise it by hand.

Every item accounted for

RFID tags keep the equipment register accurate, which put idle equipment back to work.

History for every site

Every repair and inspection is recorded against the equipment, so recurring faults are visible and can be fixed for good.

09 Looking ahead

By tracking every piece of network equipment and letting sensor readings raise work, the operator finds problems sooner and keeps its network available for customers.

Accurate equipment records also put idle assets back into use, which lowered operating costs alongside the reduction in downtime.

See it on your own assets

A 30-minute demo, set up for a telecom or network operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial