



TOA Technologies Solutions for Cable & Telecommunications

Visionary solutions for mobile workforce management to revolutionize the way you manage field technicians.

For too long, the “cable guy” has been saddled with a reputation for late visits and poor customer service. But the complexities in solving this issue are vast. Routing work orders, seamlessly connecting technicians and dispatchers, implementing legacy software applications, tracking customer feedback, viewing customer history, and managing home certification and diagnostics tools are just some of the issues that need to be resolved. TOA Technologies was founded to solve the “cable guy” problem, and with TOA all of these issues are a thing of the past.

As the industry’s only solution using time-based analytics and performance pattern recognition, TOA reduces customer wait times while increasing field workforce efficiency. TOA’s patented, predictive, Cloud-based mobile workforce management solution delivers:

- **Optimized Routing**
- **Improved Productivity**
- **Better Customer Service**
- **Seamless Mobile Interactivity**
- **Reduced Operational Costs**

More Accuracy and More Efficiency

TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status, and we deliver unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA’s enhanced mobile workforce management systems offers cable companies the opportunity to improve customer satisfaction by narrowing customer appointment windows and communicating estimated arrival times of field technicians while greatly reducing operational overheads.

Solutions:

- **Forecasting**
- **Predictive Planning and Scheduling**
- **Dispatch Dashboards**
- **Predictive Customer Communications**
- **Customer Interaction Management Apps**

Intelligent, Predictive, Self-Learning

TOA’s predictive, intelligent, customer-focused Mobile Workforce Management software is a proven solution used by firms worldwide to manage thousands of employees and contractors, making TOA the optimum mobile solution for cable and telecommunication providers to manage mission-critical field operations. And TOA is the only application in the industry that supports both Service and Network Support technicians.

“The TOA platform allows our technicians to be more responsive to our customers’ needs while also being more efficient and effective on the job than ever before.”

Catherine Mitchell, Vice President of Field Services at Cox Communications

TOA's time-based application uses predictive analytics to identify and analyze the individual work performance patterns of each technician based on the type of work, technician skills and productivity characteristics, to accurately predict the arrival and duration times of future work orders which ultimately results in significant productivity improvements. TOA's system provides Cable & Telecommunications field technicians with schedules and routes in real-time to help ensure on-time arrivals, while offering dispatch a unified view of all operations.

TOA's customer-focused mobile workforce management solution reduces customer wait time to less than one hour with 96% accuracy. TOA also, proactively keeps subscribers informed of the status of their appointment via a full spectrum of communication channels (automated voice messaging, email, text, IM or Web updates). After installations are completed, TOA automates the survey feedback process, providing MSOs with valuable insight at the beginning of the subscriber relationship.

Statistics

- **6 of the top 10 U.S. MSO's use TOA***
- **TOA's cable customers serve more than 40 MILLION subscribers around the world**
- **TOA annually manages more than 37 MILLION cable appointments and 40,000 users**

Seamless Integration

As the industry's only enterprise class Cloud-based solution for mobile workforce management, TOA provides a system that is easily configurable, quick to deploy and inclusive of support, software upgrades and maintenance. Our system easily integrates with existing CRM and BackOffice System (including (Convergys, CSG & Amdocs) solutions, and with over 50 successful implementations worldwide for some of the largest and most demanding customers on the planet, our installation teams will get you up and running smoothly. Our system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Contact us today to schedule a demo and see how TOA's Home Care solution can help your company.

Powerful Mobility

The ETAdirect Mobility module provides a device and carrier agnostic, Web-based, dynamic, interface for Technicians to manage work related activities and communications. This includes managing their routes, communicating status in real time, managing CPE truck inventory, and suspending appointments. Mobility includes electronic access to Google maps, and all activities performed by a field service employee within ETAdirect mobility are visible real-time within the ETAdirect Manage / Dispatch and Monitoring modules.

Select TOA Customers:



About TOA Technologies

TOA Technologies is the leading provider of Cloud-based mobile workforce management applications for large enterprises. Its patented platform improves customer service while dramatically reducing operational costs and providing immediate return on investment. As the industry's only solution using predictive, time-based analytics, TOA reduces customer wait times while increasing field workforce efficiency. TOA automates Time Of Arrival communications across multiple channels to proactively keep customers apprised of their appointment status. It delivers unparalleled cost savings by providing on-demand tools for real-time planning, routing, dispatching and tracking of workers in the field. TOA's system deploys quickly, is highly configurable and is easily integrated with existing CRM solutions. Named a Visionary for three years running in Gartner's annual Magic Quadrant for Field Service Management, TOA Technologies is headquartered in the United States and has offices across Europe. For additional information please visit www.toatech.com.

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