



Reliance Jio
Infocomm Limited

Proactive Ticketing using GIS

Presenter: Yestha Bhatt

Date: 15-07-2014

Event : ESRI UC, 2014

Agenda

1

Introduction

Usage of GIS in RJIL

2

3

Business Need of Proactive Assurance & Ticketing

Overall Solution

4

5

Implementation Approach

Detailed Process flow - Use Cases & Output

6

7

Conclusion

Forward Path

8

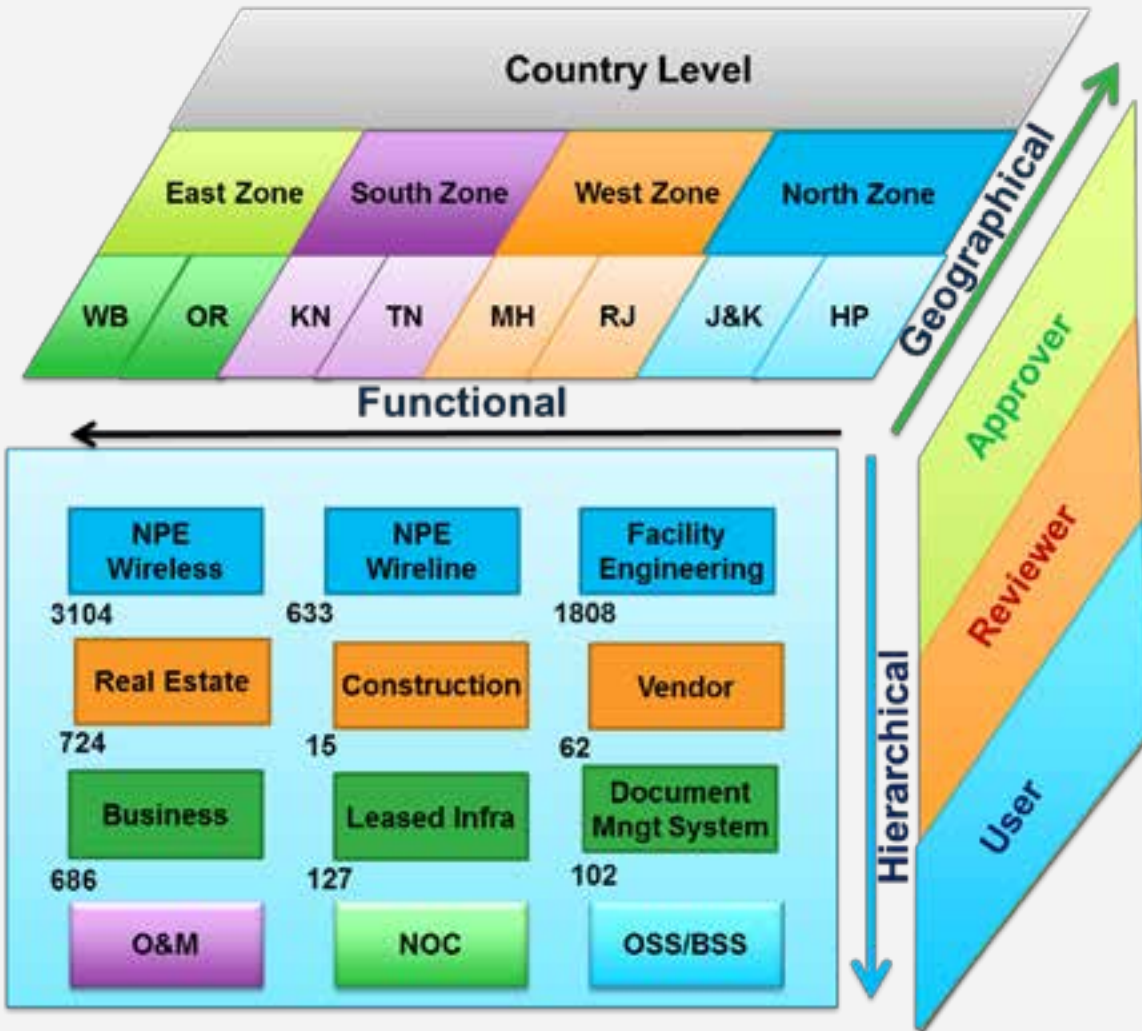
Reliance Jio Infocomm Limited

- § Only Telecom Company in India –Licenses for high speed wireless broadband spectrum in all telecom circles
- § Fixed and 4G LTE wireless services
- § Services through : LTE, WiFi and FTTx
- § 850 towns + 50% of rural India
- § Current Stage : LTE network rollout in next 2 months & FTTx rollout about to start

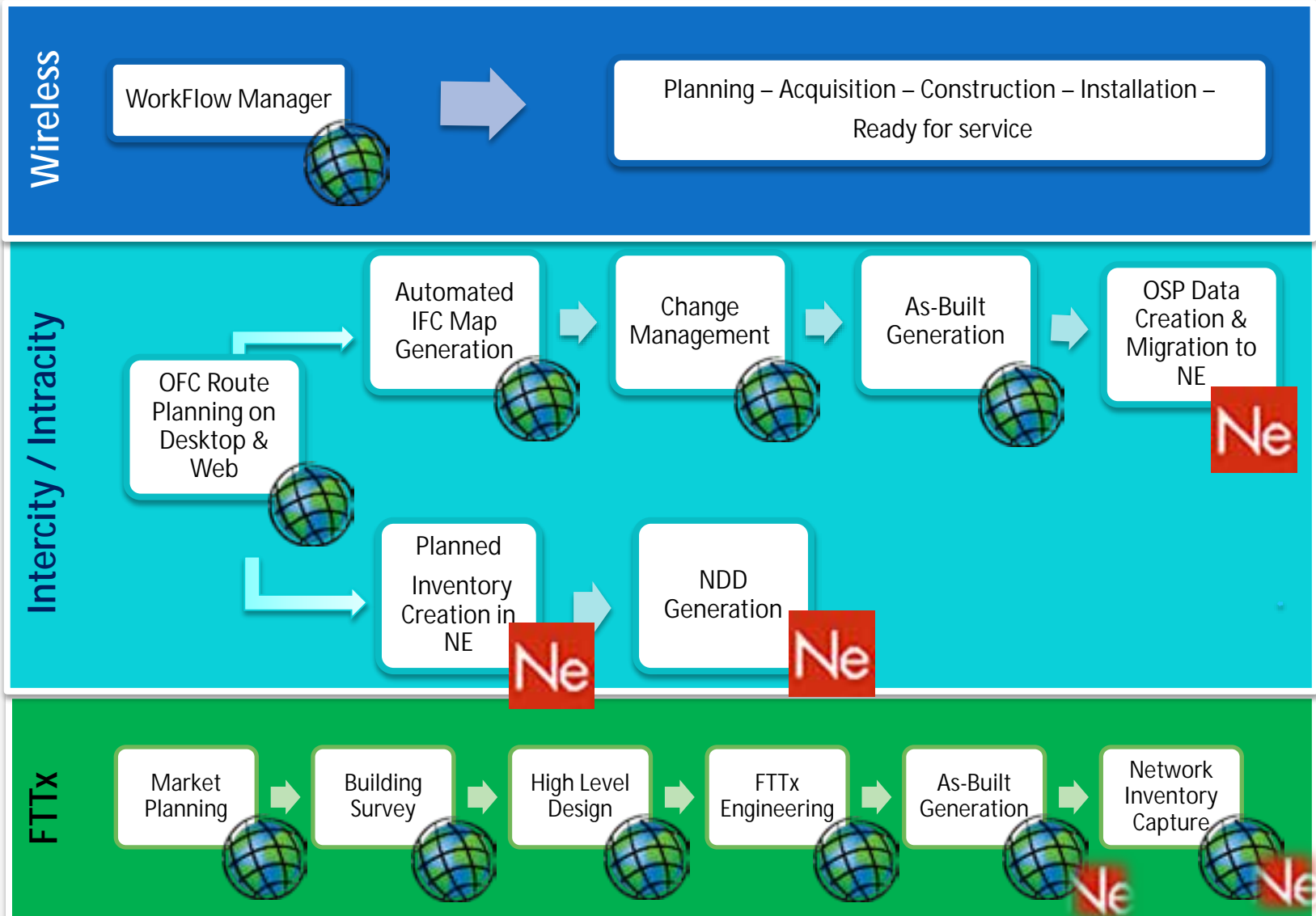


GIS Implementation in RJIL

Approx 3000+



GIS in Network Plan and Build phase



PROGRESS MONITORING



GIS in Operations phase

CapEx
Estimation

Workflow management
for incremental network
build

Progress Monitoring

As-Built Updation for
Fibre

Pro-Active Outage
Management

Workforce Tracking

Service Feasibility Check

Lead Management

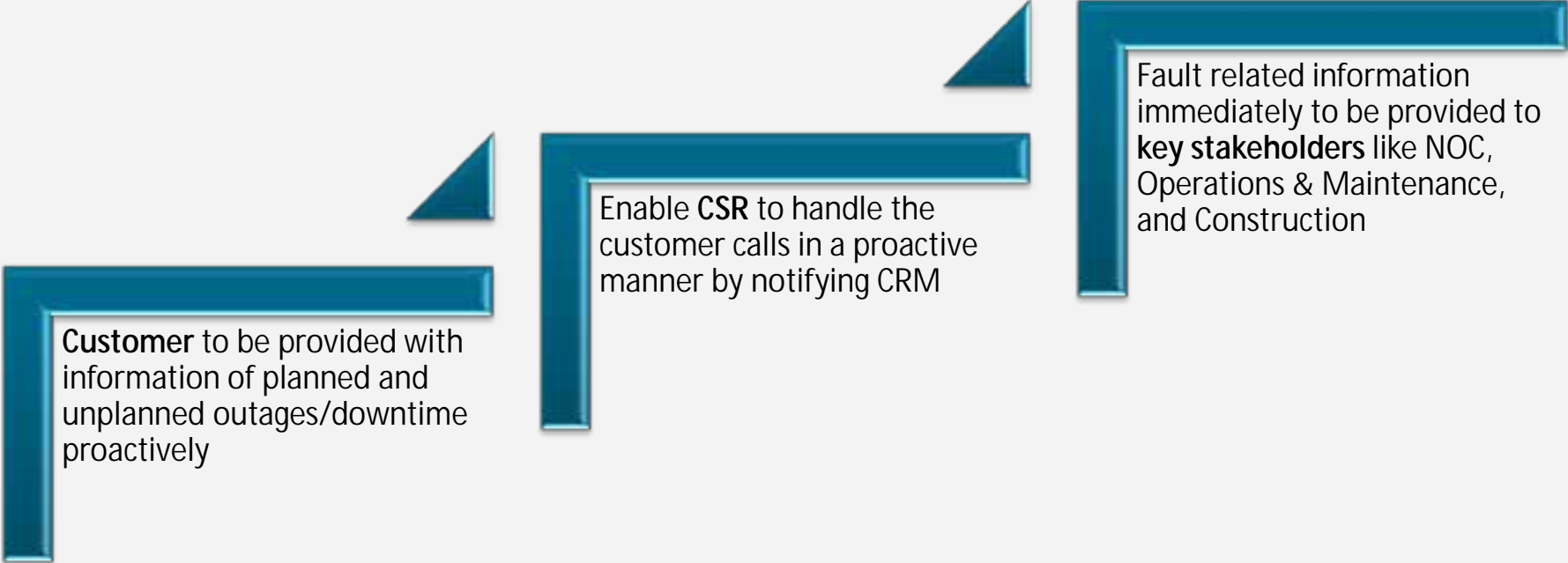
Personal Coverage Viewer

WiFi coverage on Google
Maps on LBS

Web + Mobile
applications for fault
updates

Network
performance/customer
analysis on GIS

Need of Pro-Active Ticketing

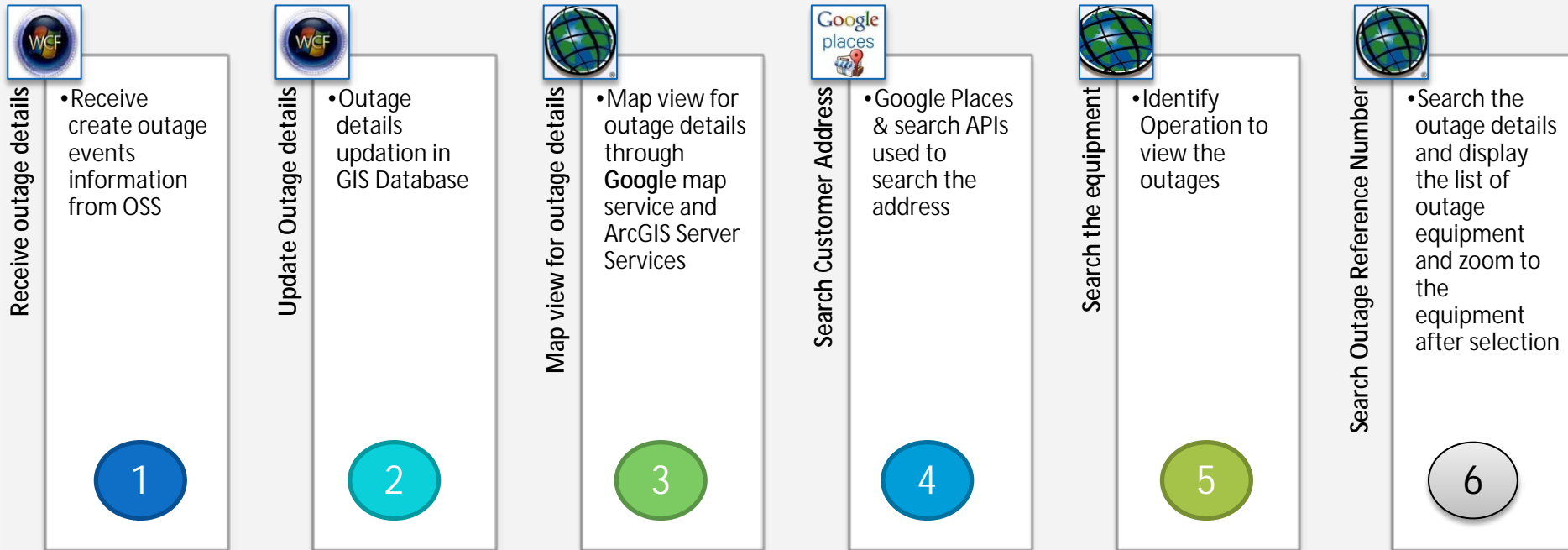


Customer to be provided with information of planned and unplanned outages/downtime proactively

Enable **CSR** to handle the customer calls in a proactive manner by notifying CRM

Fault related information immediately to be provided to **key stakeholders** like NOC, Operations & Maintenance, and Construction

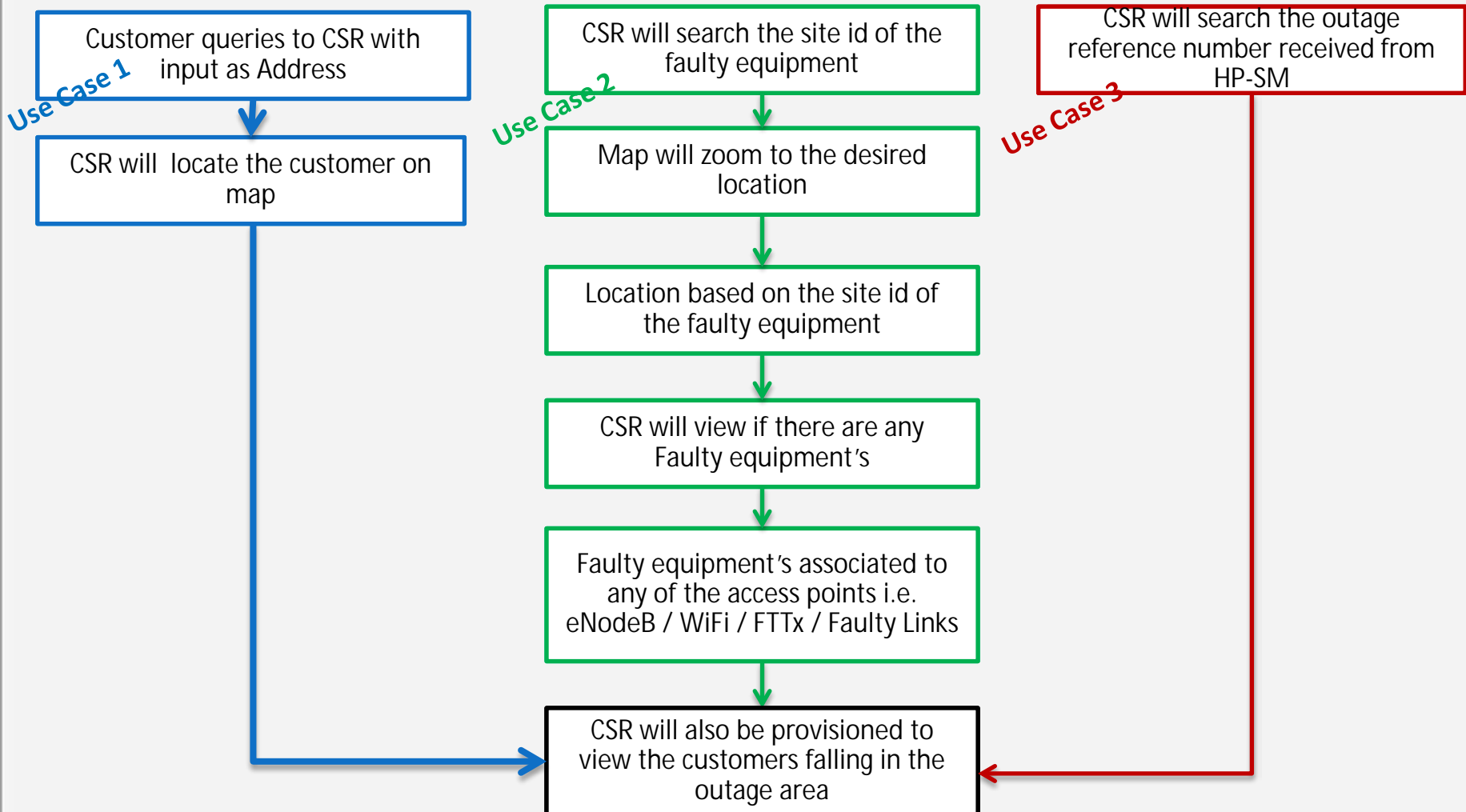
Implementation Approach



User Groups



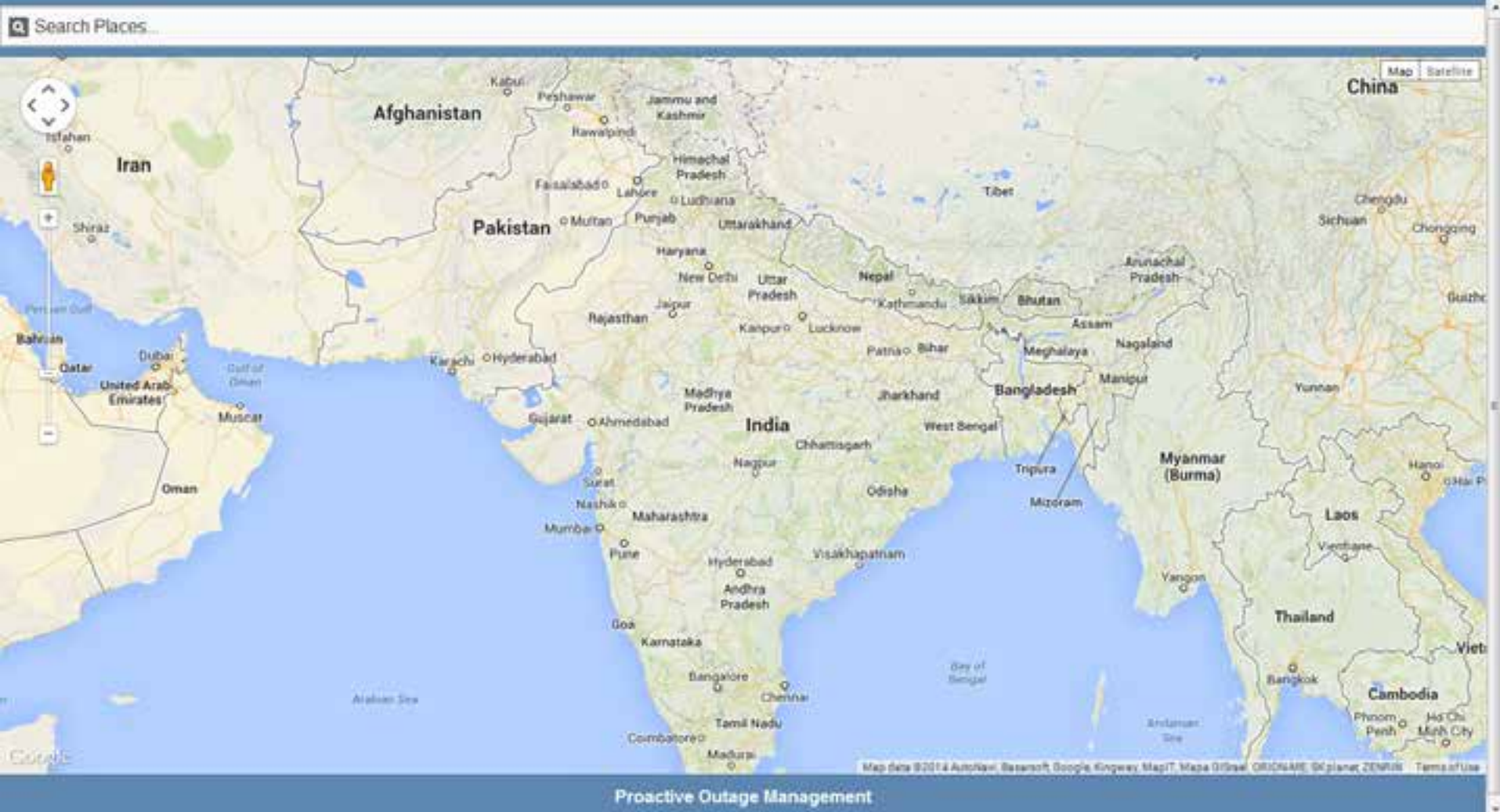
Detailed Workflow and use cases





Output


Initial Screen



Search Address (Google Place API)

reliance green

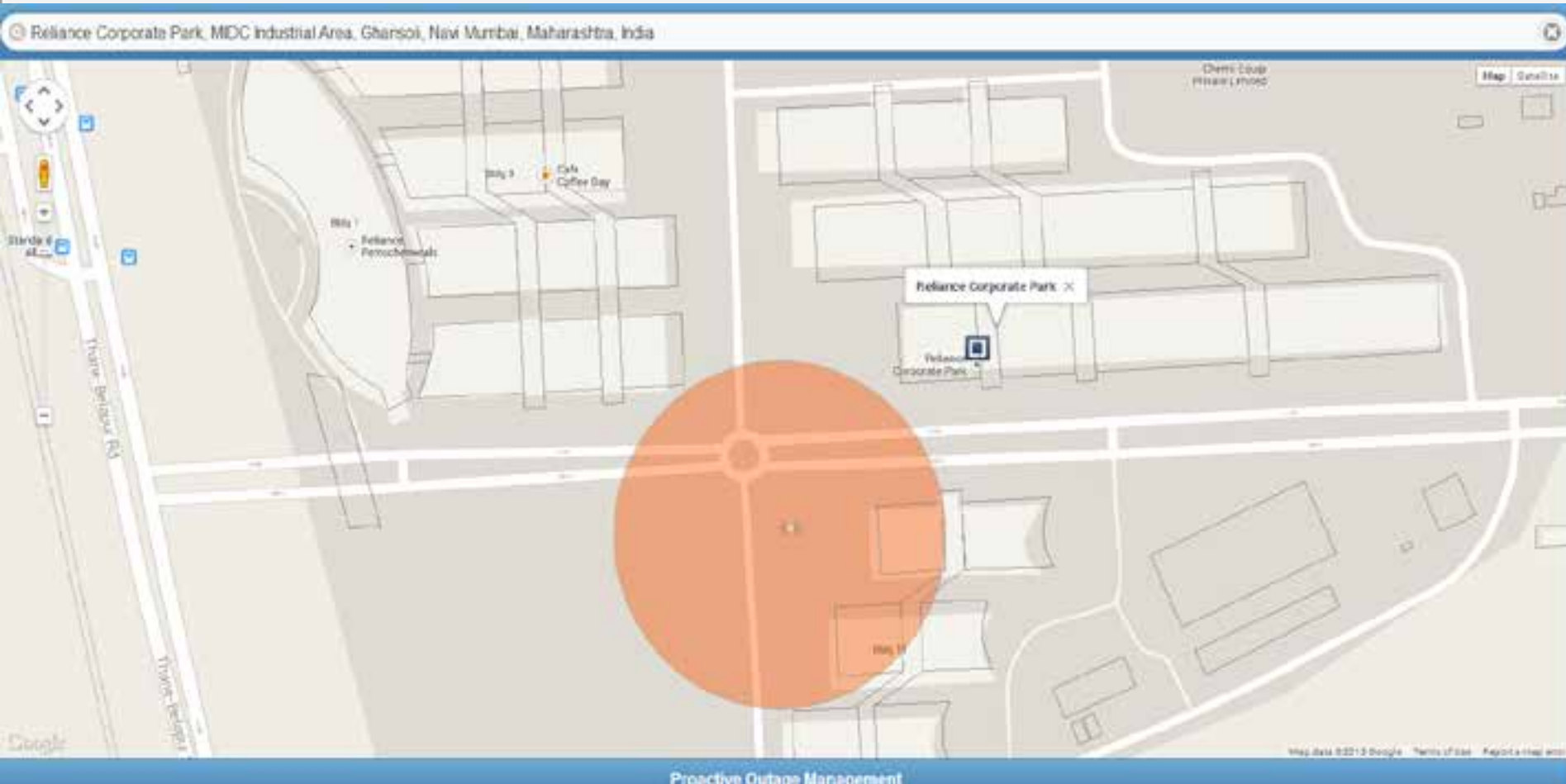
- Reliance Greens (Malkajiri, Gujarat, India)
- Reliance Green Village (Ranga Reddy, Andhra Pradesh, India)
- Green Field Reliance Mall (Meyyanur Main Road, Meyyanur, Salem, Tamil Nadu, India)
- Reliance Greens Nursery School (Reliance Greens, Malkajiri, Gujarat, India)
- Reliance Garden Road (Gingajaru, Coimbatore, Tamil Nadu, India)



Map data ©2018 Aerial, Base, Google, King, MapIT, Maps, OSM, SK Planet, SMI, Terms of Use

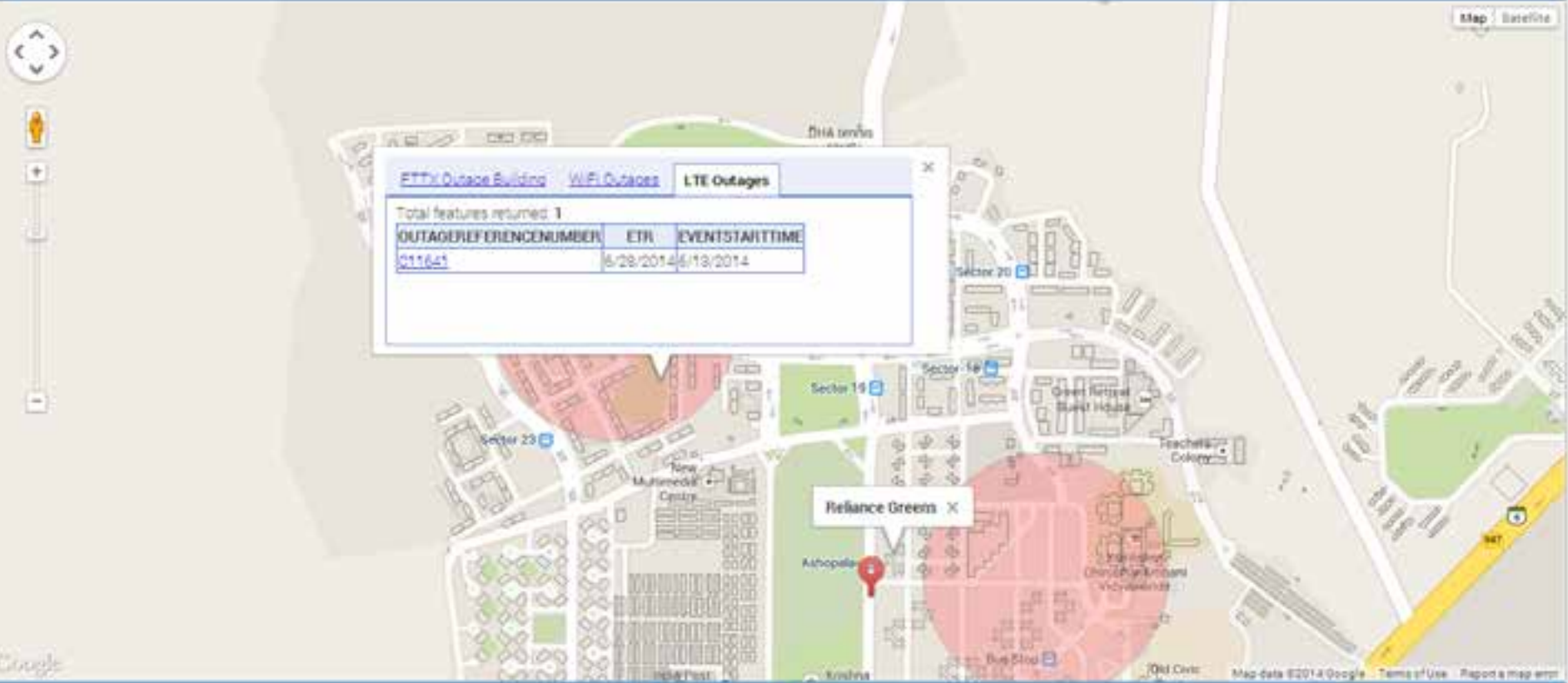
Proactive Outage Management

LTE Affected Services



LTE Outage Details

Reliance Greens, Motikhavdi, Gujarat, India



Map | Baseline

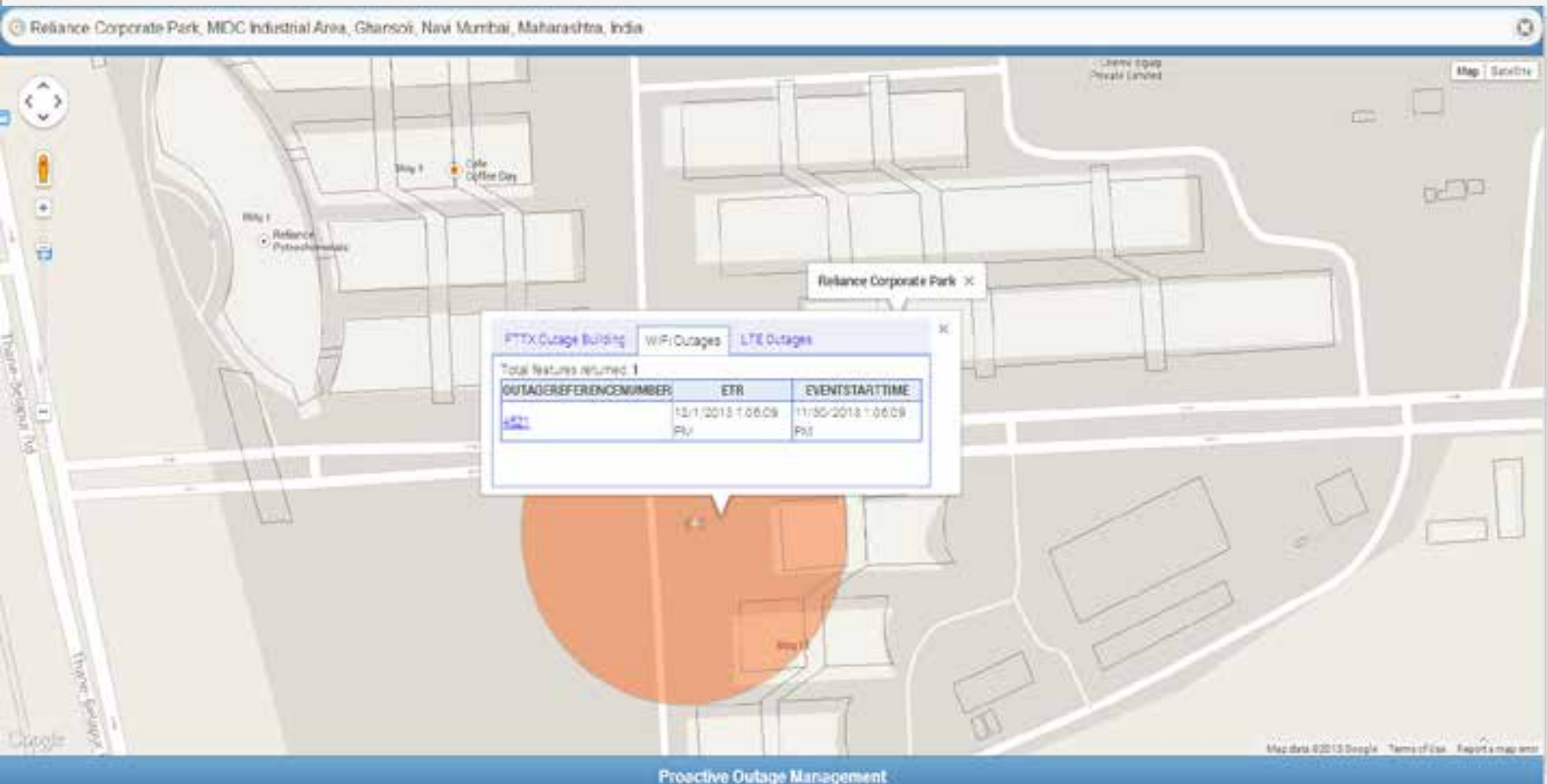
Reliance Greens X

AThopella

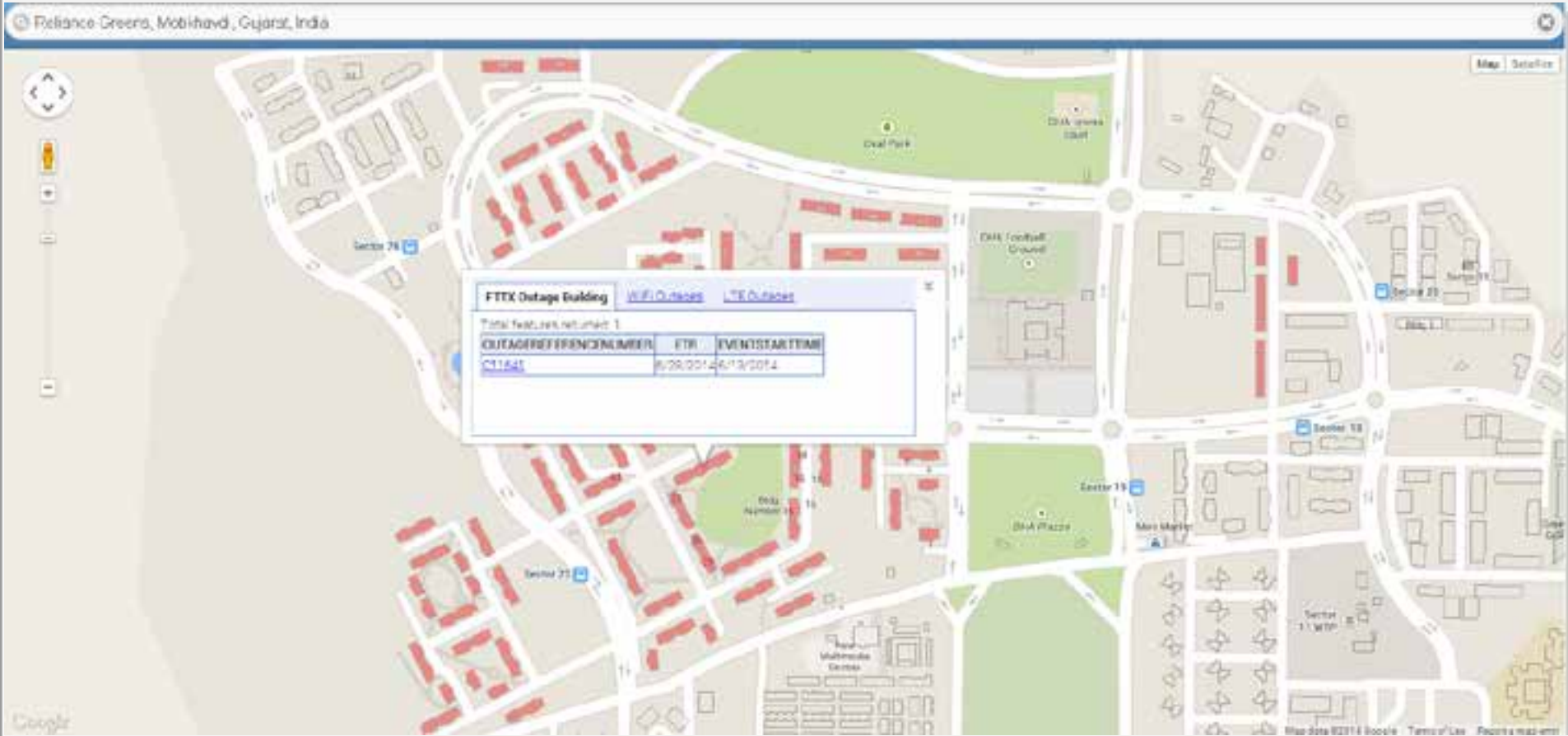
Proactive Outage Management

OUTAGEREFERENCENUMBER	ETH	EVENTSTARTTIME
011641	6/28/2014	6/13/2014

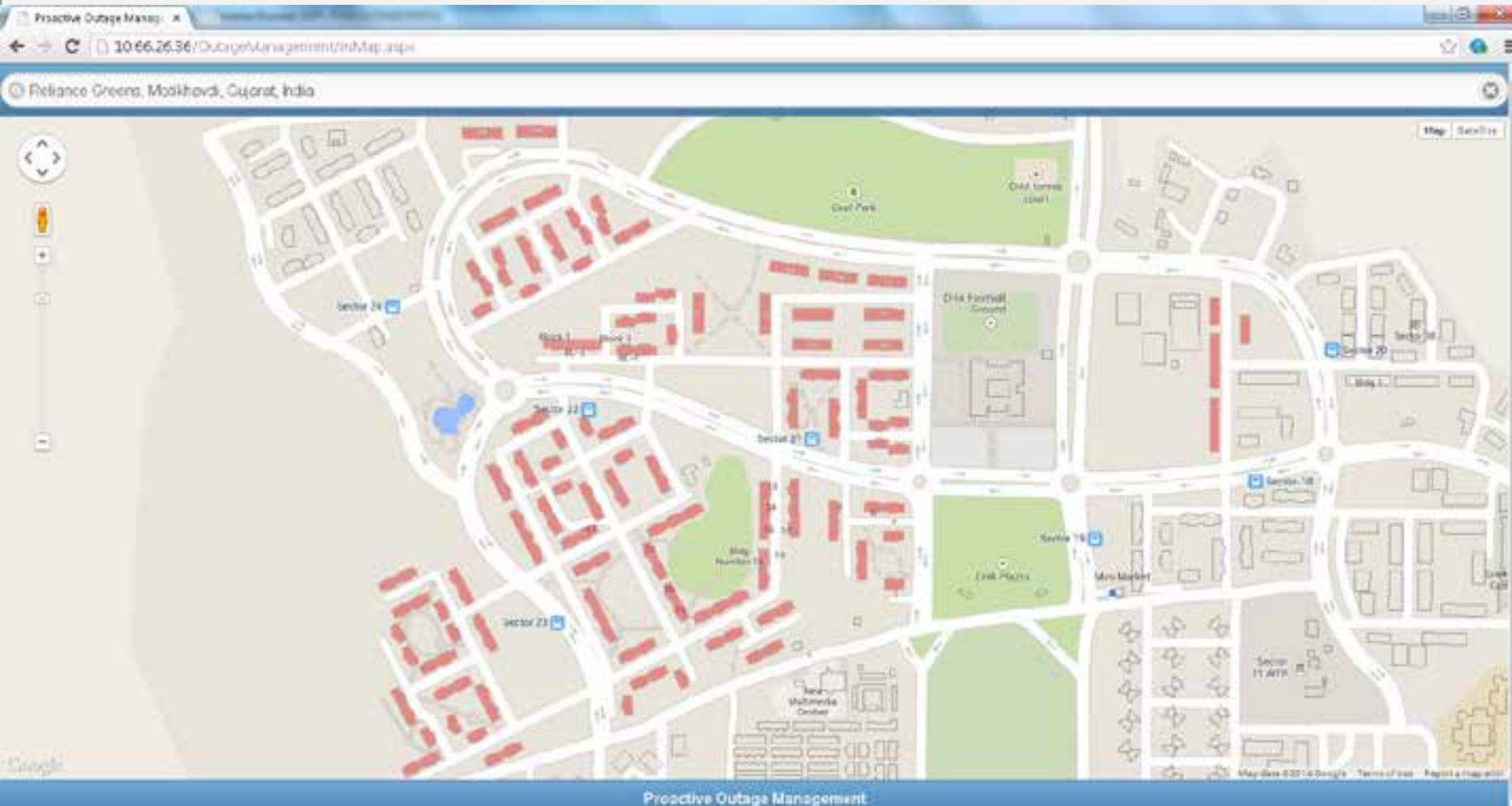
WiFi Outage Details



FTTx Outage Details



FTTx affected Service Buildings



Integration with CRM

Interaction Center

Personalize | System

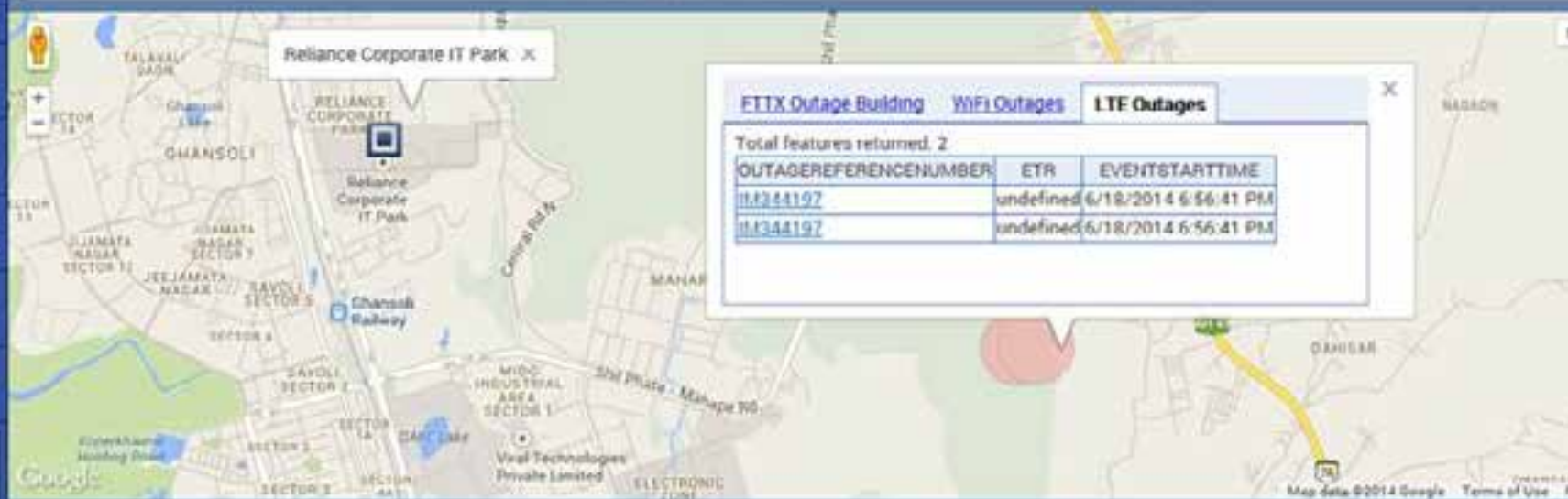
End

Ready

Saved Searches

Outage Management

Reliance Corporate IT Park, Ghansoli, Navi Mumbai, Maharashtra, India

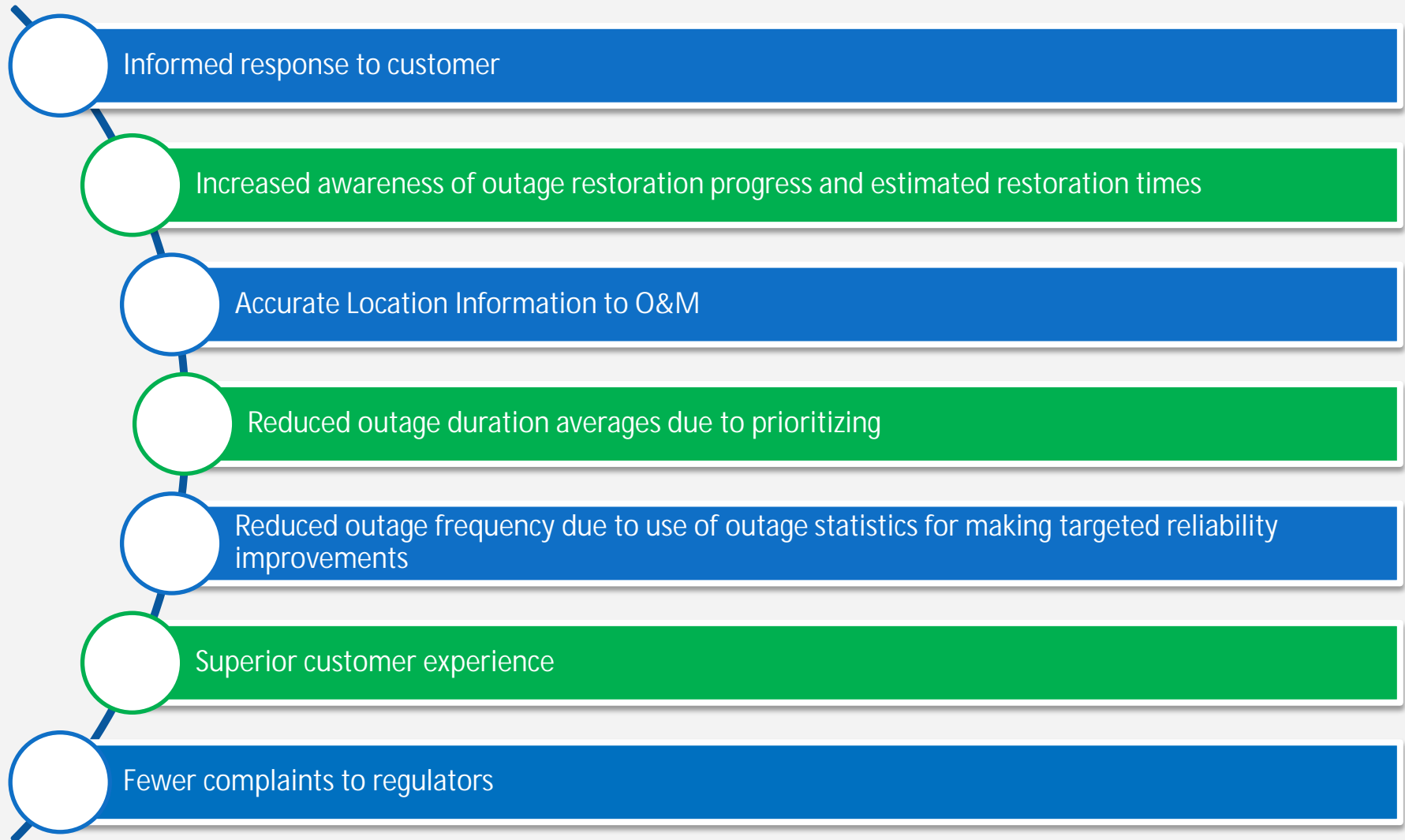


Proactive Outage Management

Outage Parameters

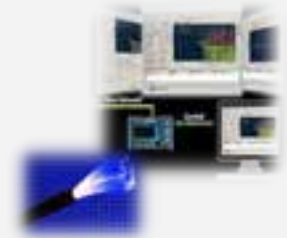
Information	Description	Sample
Type of event	Planned or Unplanned	Planned
Network Fault Type	Business event description	Fault due to cut
Service Type	Network Service of the root cause outage e.g. MobiTV LOV	Wi-Fi
Device Id	Impacted Device ID	XXXXXXXXXX
Outage Reference Number	Unique reference ID of notification from originating system	4516
Estimated Time of Resolution	Estimated Date & Time of Resolution.	2
Event Start time	Incident start time	12/1/14 1:26:00 PM
Status	Status of Notification: Open or Closed	Open
Source System	The System which Originated the Request Possible values: HPSM	OSS
Status Update Date Time	Timestamp for Status Update	12/1/14 5:36:00 PM

Conclusion



Path Ahead

- Integration with Fibre Monitoring System (FMS) for display of fiber faults



- Development of native app on android platform



- Available to Jio customers over internet with Google Interface





Thank You