



BURNTSAND

Microsoft Service Line

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Microsoft Case Study: Communications Industry, Field Data Collection

- **Problem**

- A Worldwide Communications company needed a better way to collect, review, and report on information relating to their remote sites. Site Inspectors were required to fill out multiple Excel and Word based inspection reports, and a great deal of time was spent piecing together information to determine what sites were out of compliance. The existing documents contained the data that was needed, but management was hindered from getting the information they needed as an organization across all sites. Since there were several departments that needed to review the site inspection data, there was a cumbersome and manual process of working with the inspection reports.

- **Solution**

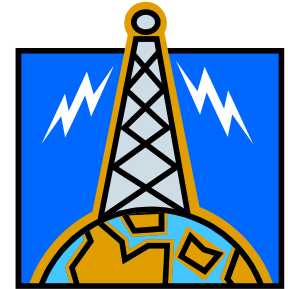
- Burntsand built a solution leveraging InfoPath, Windows SharePoint Services, Custom WebForms, SQL Server, and SQL Reporting Services. The solution allows Site Inspectors to download site-specific forms pre-populated with the most recent data for the selected site. Site inspector is able to update information in the form even though they are disconnected from the network, and upload the updates to the Portal when they are completed. QC Reps can view a list of forms that require approval and have the option of approving, or rejecting the changes made. Users can search for site inspection forms, other relevant documents, and can run reports via the Portal.

- **Benefits**

- Increase productivity for field personnel and quality control representatives
- Decrease the turnaround time for site analysis requests
- Facilitate the process of tracking discrepancies between contracted and field verified site data.

- **Key Technologies**

- Microsoft Office, InfoPath, and Microsoft Windows SharePoint Services
- Microsoft SQLServer Enterprise Edition, including SQL Reporting Services
- Microsoft .NET Framework with C#

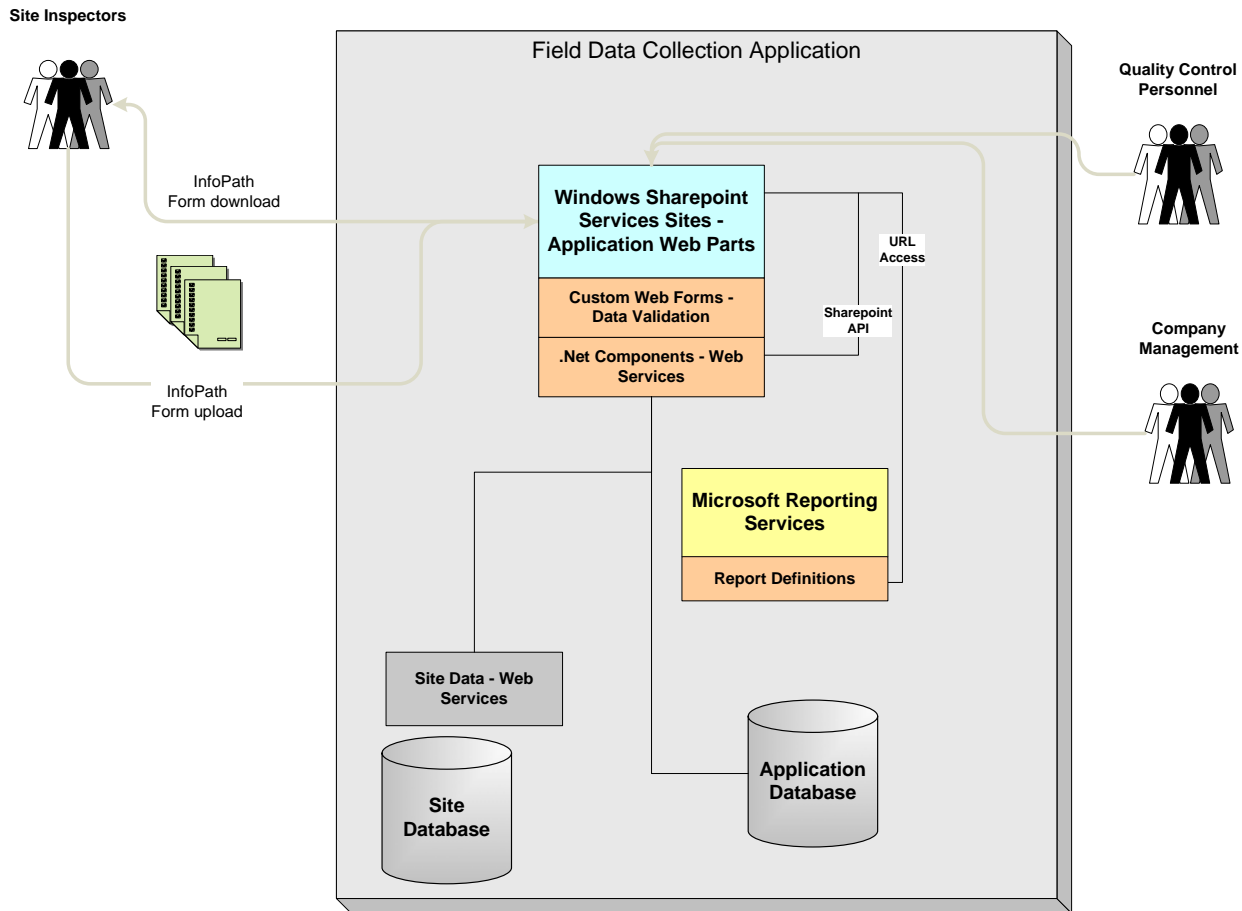


Communications Company Field Data Collection

Improved process for field data
collection using InfoPath &
SharePoint

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Field Data Collection - Solution Overview



Field Data Collection – Key Benefits

- **Speed / Efficiency**

- Reduce the time it takes to complete a site analysis and complete the request approval process
- Decrease time needed to process field verified site updates
- Reduce the number of field visits to sites, phone calls, and emails as a result of having easier access to data as well as greater confidence in the validity of the data
- Consolidation of multiple forms for capturing field verified data into a single form

- **Consistency / Quality**

- Allow pre-filled forms to be downloaded, edited offline, and subsequently uploaded to a central location
- Allows Site Inspectors to detect what data is incomplete or incorrect before they leave the site
- Provide an interface for QC Reps to compare and approve or reject form submissions
- Improve reliability of site data
- Limit manual entry and re-keying of data
- Increase customer confidence by providing personnel with more accurate and consistent data when dealing with customers

- **Provide Analytics**

- Improve access to tower data
- Facilitate reporting on site contracts that need amendment, and as well as opportunities for additional revenue (by comparing contracted values to field verified values)
- Facilitate reporting on site inspection data (when last inspected, what is out of compliance)
- Facilitate operations budgeting and forecasting reports
- Client has a central normalized data source for reporting