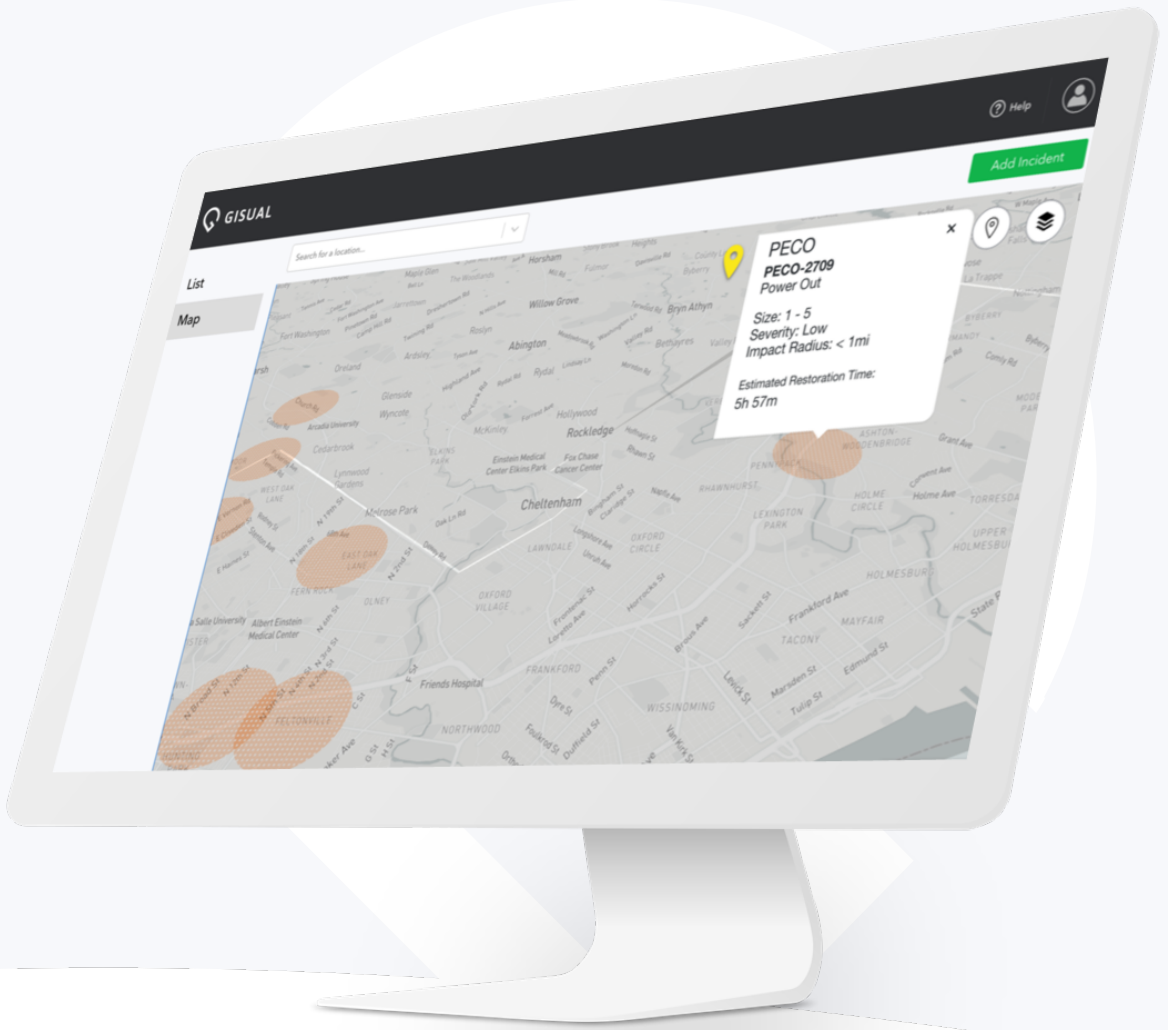
GISUAL

DIAGNOSE OUTAGES WITH AUTOMATION



Problem

Off-network outages impact telecoms everyday but diagnosing these issues is manual and costly

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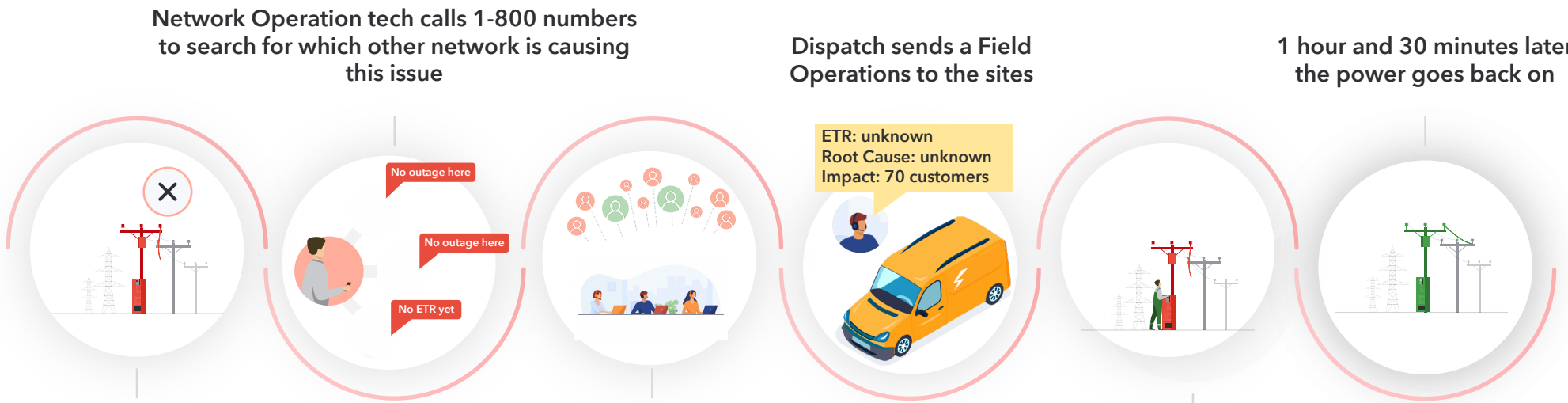

$150 worth of customer calls, **$750** truck roll and **1.5 hours** in drive time, **$30** in manual tasks and **25 minute** work triaging

25-60+ minutes and $450-$930 per outage

Solution

Gisual's automated outage intelligence reduces truck rolls, decreases repair times, and improves customer experience

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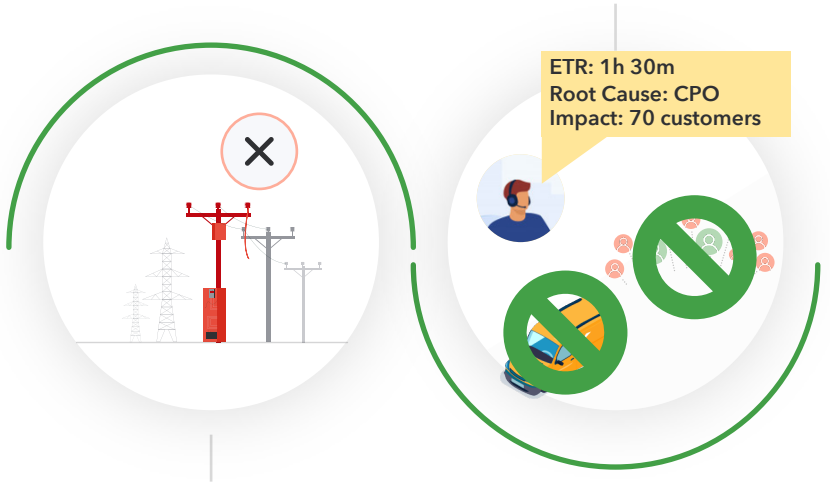
Network Operations receives Gisual's intel and notifies Customer Service, Dispatch and Field Operations



Power outage takes 300 customers offline

2 minutes to detect, no truck roll, and less customer calls.

Automated

How Gisual's API & Web Tool Work

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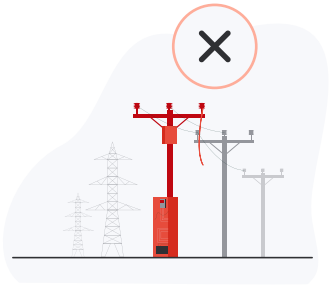

Outages happen

Gisual Diagnoses

› Utility Name
› Restoration Time
› Asset Affected
› Root Cause

Service Desk

Field Operations

Customer Service

3 Ways Gisual Saves Telecoms Time & Money

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Diagnose Outage Cause & Eliminate Calls to Utilities

Eliminate a costly manual workflow that results in longer mean-time-to-repair.

01

Reduce Dispatches & Prioritize Truck Rolls

Provide Dispatch with intelligence to prioritize when and where to roll trucks.

02

Improve Call Deflection & Unique Customer Experience

Improve call deflection by quickly diagnosing and correlating CPOs with impacted customers.

03

Pricing Options

GISUAL

Gisual's pricing is based the outcome and value we deliver.

Every time Gisual diagnoses a commercial power outage it's counted as one outage. If multiple customers are affected by one outage it's counted as one outage.

For committed annual prices, please requests a custom quote.

Pay as you go

1-50 OUTAGE TIER Per outage	$25
51-170 OUTAGE TIER Per outage	$21
171-300 OUTAGE Per outage	$17
301-500 OUTAGE TIER Per outage	$16
501-1000 OUTAGE TIER Per outage	$12
1001+ OUTAGE TIER Per outage	$10

Next Steps

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Start the Network Operations Center with the Gisual's CPO Web Tool, a one-stop-shop for all commercial power outages.

01

Automate this workflow for the NOC by accessing Gisual's API with a single line of code to proactively diagnose CPOs.

02

Leverage the Gisual's outage intelligence API to reduce non-productive truck rolls and improve calls deflection.

03