THE OPPORTUNITY
The field technicians for a rural telephone company offering wireless services are more than a four-hour drive from their offices in any direction when dispatched to collect data. While the company spends many thousands of dollars each month on drive testing, engineers still do not feel they are getting the data they needed to make accurate decisions.

How could they minimize reliance on drive testing?

THE DETAILS
Using TrueCall® software and training, the company’s engineers will visualize their network within hours of initial install. Instead of drive testing, they use actual customer data to resolve significantly more trouble tickets and network issues than they could previously manage.

THE RESULTS
The TrueCall implementation achieved significant savings and increased efficiencies. With an estimated reduction of 50% in field drive testing requirements, TrueCall paid for itself within six months.

Drive testing is expensive and time-consuming. Depending on network loading and user activity, it can also be non-repeatable and fail to detect your customers’ problems.

With TrueCall you can
- Use live data immediately from your desktop
- Pull large amounts of data for specific times and areas of interest
- Filter on key fields to speed processing and drill down
- Pinpoint problem areas for analysis using phone number searches to accurately resolve customer issues in minutes

Reduce drive testing by 50%
TrueCall paid for itself within six months.

CONTACT AN EXPERT
Spending too much on drive testing? Reduce the associated costs and let your customers do it for you. Find out how TrueCall can help.
l SUCCESS STORY l Reduce Your Reliance on Costly Drive Testing