



Telecom Leader KPN Cuts Field Tech Costs by 11% with Skylight

If you're on the phone in the Netherlands, chances are good that you're on KPN: the telecom serves over 33 million subscribers in the Netherlands and throughout Europe. To keep this major network running smoothly, KPN's field technicians rely on smart glasses running Skylight from Upskill. The glasses gave them hands-free access to repair instructions, diagnostic data and live help from experts. KPN's field operations have been transformed, with a marked rise in repair speed and quality.

Situation

Base stations, switching gear and central office equipment are just some of the hundreds of different assets installed and maintained daily by KPN's 3,000 field technicians. For a traditional call, a field technician would receive a work order by phone, drive to the location, locate the defective equipment, diagnose the problem and make the repair. Finding the right manuals, getting diagnostic data or calling central HQ for advice all meant time, effort and interruptions.

“ The Upskill smart glasses solution has tremendous potential to change our business operations. It's having a direct impact on our costs and even more importantly, it allows us to better fulfill our mission of delivering the best possible customer service.

– Olga Zeijpveld, project manager, KPN

Solution

KPN launched a broad new service initiative with several goals: to increase repair quality, boost on-the-job safety, and help technicians close more cases on-site the first time. The company also wanted to make the best use of a scarce resource: its most experienced technicians.

KPN needed to share their knowledge as broadly as possible, helping new hires and subcontractors perform at or near the same high level.



Company

KPN
www.kpn.com

Industry

Telecom

AR Solution

- Skylight
- Glass Enterprise Edition

Use Case

- Repair and installation
- Remote expert
- Safety and inspection

Benefits

- 11% lower operating costs
- 17% better work error rate
- 5% faster transaction completion times

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KPN discussed the situation with Accenture, their trusted advisors and a leading Upskill partner. Accenture suggested that KPN make wearable tech part of their larger service upgrade. After a market survey and detailed review, KPN chose Skylight from Upskill.

Skylight runs on many types of smart glasses, so KPN could evaluate different devices during its pilot tests. In the end, KPN chose Glass Enterprise Edition, and worked with Accenture and Upskill to configure Skylight to meet the needs of its field technicians. Together they created a fully connected and hands-free process:

- Skylight pulls work orders from the KPN queue and sends them to the smart glasses for the appropriate technician.
- On location, Skylight uses Bluetooth beacons to guide the tech to the equipment needing repair.
- Instructions, schematics, and help videos are delivered as needed during the repair. Live data feeds of network diagnostics let field techs monitor equipment status as they work.
- For immediate help, field techs can begin a live video call with an expert in a central operations center. The Glass camera lets the remote expert see the tech's point of view and guide them through complicated tasks.

When the job is complete, the technician uses voice to close the case with Skylight and is ready for the next order.

“ Wearable devices deployed with the Skylight platform create new ways for businesses to improve productivity, enhance quality and create a safer work environment. Leading businesses are already capturing these benefits, and we expect to see this more and more from companies all around the world.

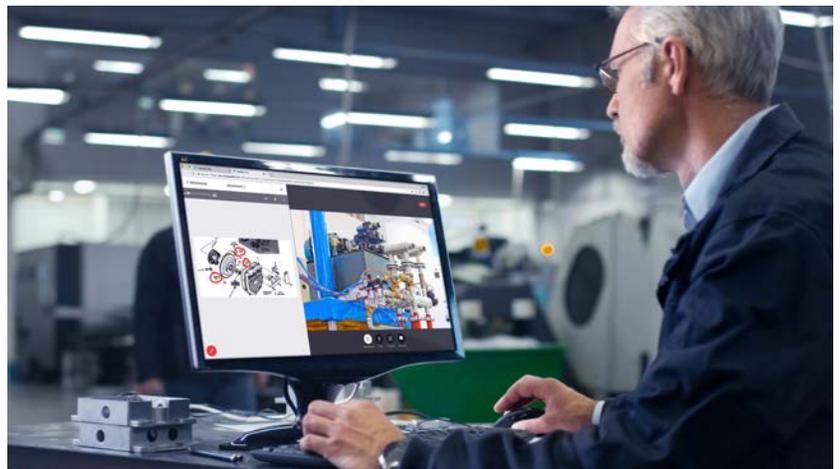
– Pieter Eisenga, Accenture

Results

Skylight delivered impressive benefits to KPN:

- 5% faster transaction completion times
- 11% lower operating costs
- 17% better work error rate

With help from Accenture and Skylight, KPN's field technicians are connected to the data, applications and colleagues they need to do their best work.



Veteran technician provides live guidance to field technician.

“ I wasn't very familiar with smart glasses before this project, but after using them with Skylight, I found it simple to use and helpful for my job. It is exciting for us to get this new technology.

– Field technician, KPN