



## Communications Provider Reduces Locate Cost with One Call Ticket Management



### Improved Efficiency & Reduced Cost with BOSS811 One Call Ticket Management

#### BOSS811

A cloud based One Call Ticket Management solution for the damage prevention industry

#### Benefit Summary:

- Improvements to workflow resulting in significant savings in labor cost
- Customized reporting reduced staff hours
- Huge savings due to GEO Location Mapping
- Increased compliance with regulations

#### Customer Quote:

**"BOSS811 has exceed expectations. BOSS constantly enhances the product and provides great customer service. We couldn't be happier."**  
*Brandon Smith- Outside Plant Product Coordinator with SyncGlobal Telecom*

#### Customer

SyncGlobal Telecom is a regional business-class communications provider in Georgia, Alabama and Tennessee with over 500 miles of outside plant. Their Damage Prevention Services (DPS) consists of 5 people and averages over 11,000 tickets annually.

#### Challenge

SyncGlobal needed to replace an antiquated one call ticket management system and improve outdated practices in order to significantly reduce cost and improve the efficiency of the locate team. They were looking for a technologically advanced cloud based system that was versatile with good map integration from a company that provided great customer service.

#### Solution

Following an extensive search and after conducting several trials BOSS811 was selected for their one call ticket management. BOSS811 enabled the SyncGlobal locate team to become more efficient and achieved considerable cost savings. They were impressed with the ease of use and the versatility of the system. Each user could customize their own dashboard and could capture images and videos on their mobile device, attach them to tickets as well as being able to select the appropriate ticket response and close out the ticket. This feature alone is a game changer for the DPS crew.



## BOSS811 Features

### SYSTEM & ROUTING



A Secure Cloud-based solution with a powerful routing engine to speed up ticket handling and review.

### TICKET MANAGEMENT



Provides effective control & management of requests coming in from the 811 One Call Centers

### FACILITY MAPPING



Integrates with GIS Mapping software to display facility maps that pinpoint underground assets

### DASHBOARDS & REPORTS



Comprehensive metrics and reports that provide the necessary information to track performance

### MOBILE APPS & SKETCHING



Enables locators to access and update tickets, upload attachments from mobile devices.

### SECURITY & NOTIFICATIONS



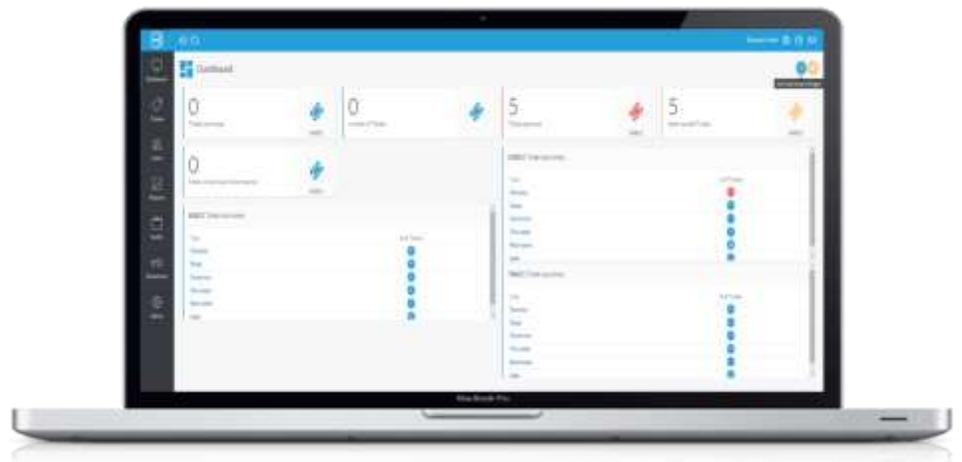
A notification engine and role based security is provided together with a user friendly configuration interface.

## Results:

The implementation of BOSS811 enabled the SyncGlobal locate team to become more efficient and achieved considerable cost savings due to the following:

- **Technologically Advanced** As a cloud-based ticket management solution BOSS811 allowed SyncGlobal to record as much data as needed per ticket without taking up space on their network servers.
- **Customizable Dashboard.** BOSS811 allowed each user to customize their Dashboard to view the data that they wanted by selecting multiple pre-made widgets. This capability improved efficiency and provided each user with the required management information and control.
- **Mobile Applications** Each user were able to download the BOSS811 app to their iPhone, or iPad device to remotely capture photos or videos and tag them to the ticket data, as well as being able to select the appropriate ticket response in order to close out the ticket. This feature alone is a game changer for the DPS crew as it saved 15-20 minutes for each ticket worked.
- **Map Integration** The ability to display map views of the proposed dig site provided a visual indication of how utility infrastructure might be impacted by any new excavation request.
- **Customer Support.** Everyone at SyncGlobal that dealt with BOSS has been very impressed with the high level of customer service and BOSS constantly enhances the features and capability of the product.

For more information view the recording of the webinar with SyncGlobal at <https://www.boss-solutions.com/boss811-webinars.html>



For more information visit:

[www.boss-solutions.com](http://www.boss-solutions.com)