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◀ GIS for Utilities and Communications

Telecommunications

Main

Cable

Wireless

Wireline

Improve your customer experience.

With GIS, everyone from customer service representatives to the board of directors can access user-friendly, interactive maps with the focused information they need to give answers quickly and make smarter decisions. Your sales force can be experts on not just what they're selling, but also to whom they're selling it. Transform your information into actionable resources, and start beating the competition in not just speed, but also service.

"Our D2D sales teams have more confidence as they knock on a prospect's door. We have seen a significant boost in total sales."

Stephen Usmar, Geographic Information Specialist, Retail Marketing, Telecom New Zealand

Benefits

Empower

Great customer service relies on great representatives. Empower your front line with rich, interactive maps that let them know the answer now.

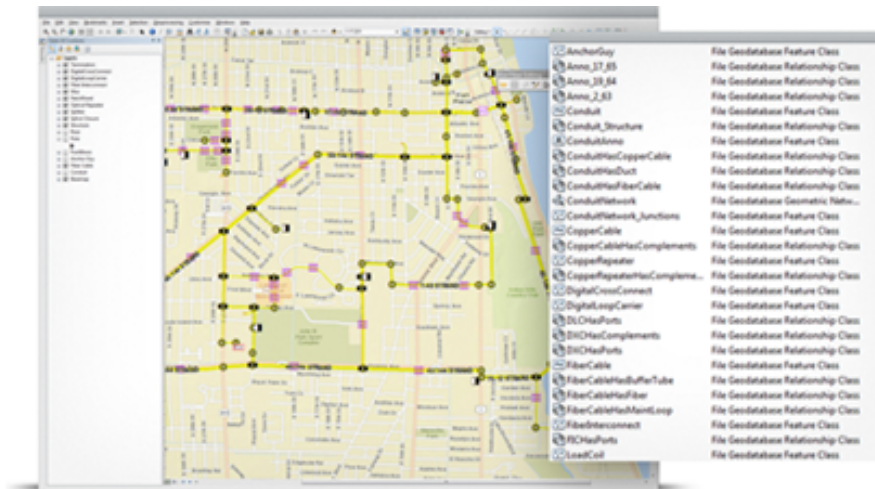
Retain

High churn rates got you down? Isolate trouble areas and use external data to satisfy customers.

Grow

Identify your next smart business opportunity. Map current coverage and compare proposed coverage areas with a place-based strategy. [PDF]

Solutions



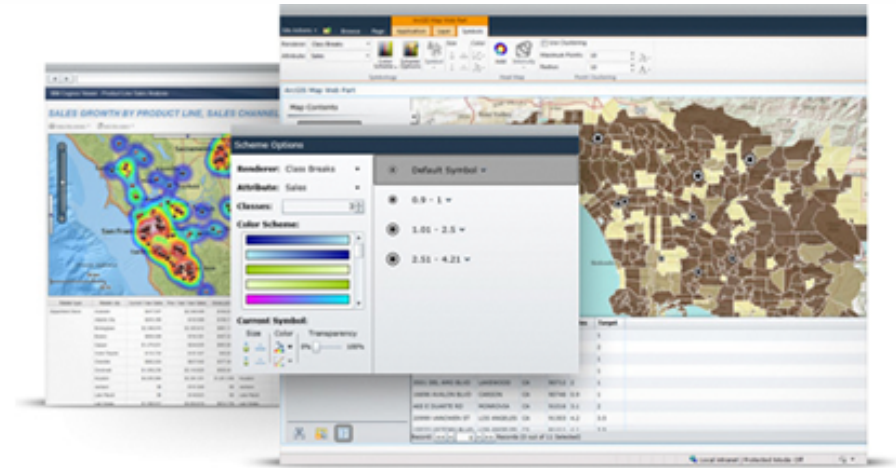
ArcGIS for Telecommunications

Keep customers happy by becoming more efficient. Connect field crews to the office in real time so your representatives can answer questions. Share internally or with public-facing maps that engage your community. Strengthen relationships through communication you can control.

ArcGIS Online

Deploy real-time, interactive web maps to mobile devices and computers. Be proactive from day one with Esri's ready-to-use apps, templates, and datasets. Make maps without prior GIS training, and choose who gets to see which information. ArcGIS Online converts from any device, desktop, or browser.

Get online with ArcGIS



ArcGIS for Mobile

Enable your entire work force to access, build, and



share web maps and apps. With mobile solutions, you can improve field operations and make more informed business decisions. Your crews can talk to you in the language of data from their device to yours.

Go mobile with ArcGIS

More to Explore

More →

Success Stories

- Poland's TK Telekom Manages Network Dynamically
- Special (Fiber Optics) Delivery at Bell Aliant
- In Sync: Benton Public Utility District Gets Everyone Seeing Real Time [\[PDF\]](#)

Brochures & White Papers

- GIS for Telecommunications [\[PDF\]](#)
- Fiber-Optic Services to the Home in Less Time [\[PDF\]](#)
- Simplifying Fiber Backhaul Connection [\[PDF\]](#)
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