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Audits and Inventories of Telecommunications Installations

Telecommunications audits involve assessing the quality of telecommunications installations through asset and inventory management. Specifically, this process includes carrying out audits of services, drawing up inventories of equipment and undertaking customer-satisfaction surveys among end-users.

THE Applus+ SOLUTION

Applus+ supports its client organisations by assessing the work of the specialist, external telecommunications providers on whom they rely for network installation and maintenance and/or the delivery of customer-focused solutions. This involves creating action plans to generate cost efficiencies, assure the quality of installations and enhance satisfaction levels among the client's customers.

We can provide any or all of the following services:

- Audits and assessments of infrastructure, equipment, antennae and transmission systems
- Inventories of telecommunications centres
- Energy-saving and optimisation studies
- Maintenance audits of physical networks (assessments of maintenance levels at maintenance companies)
- Reviews and evaluations of collective protection systems
- QoS (quality of service) audits
- End-user inspections and satisfaction surveys
- Noise studies

Applus+ has teams of technicians and engineers with a diverse range of specialisms between them. Audits and inventories are carried out using smartphones, tablets, apps and IT solutions that have been specifically developed to meet the needs of each client, meaning that information can be gathered on the move, analysed on the spot and stored for subsequent retrieval and examination. The results of telecommunications audits and inspections are presented by way of client-specific dashboards on business-intelligence platforms, allowing either a general overview or an in-depth look at the work undertaken, as required by the client.

Our extensive geographical coverage, both nationally and globally, means that we are perfectly placed to take on any project of this kind, wherever in the world it comes up, and see it through to a successful and timely outcome.
Applus+ takes great pride in continually striving to improve. As such, we carry out our own customer-satisfaction surveys, which provide us with first-hand feedback on the services we deliver.

Target customers

This service is aimed primarily at telecommunications, infrastructure and maintenance companies as well as at public agencies.

It is also of relevance to companies with large numbers of installations, telecommunications devices or clients who wish to assess their installation and maintenance companies and measure customer-satisfaction levels.

This service will shed light on how well a telecommunications system is working, particularly with regard to installation and maintenance, as well as on service functionality, possible deficiencies and the degree of satisfaction among end users.

Key customer benefits

Clients who choose to draw on Applus+ expertise in this area benefit from:

- Lower investment in maintenance work
- Power-supply cost savings
- Guaranteed quality levels
- Comprehensive equipment inventories
- Detection of critical points with regard to QoS (quality of service)
- Enhanced risk-prevention systems

By carrying out audits and inventories of telecommunications installations, equipment and services and evaluating end-user satisfaction, service operators or providers can gain

real-time information regarding the quality of their equipment and services. This will ultimately help them to better target their investments and proactively identify technical problems or customer-service issues. As such, these issues can be rapidly resolved.