

Hydro One Telecom Can Manage your Field Operations So You Can Focus on Your Business

For over 16 years Hydro One Telecom (HOT) has provided Field Operations support for network and telecommunications requirements to Ontario's largest electrical utility provider – Hydro One.

HOT's Field Operations-as-a-Service offering provides intake operations and dispatch services for expertly trained field technicians for overseeing Incident & Change Management tickets, as well as Spares Inventory Management, Network Construction and Customer Installations. We maintain a fully redundant 24x7 Network Operating Centre (NOC) for monitoring network performance and deploying field technicians with customizable Mean-Time-To-Repair (MTTR) targets.

These services are all available province-wide to commercial enterprises who require trained technical field representation for the maintenance and repair of mission-critical equipment used to deliver services to consumers and businesses every day.

Offered now "as-a-Service", Hydro One Telecom has the operations, processes, expertise and performance reliability to provide end-to-end Field Operations for your business.

Why it Matters

Maintaining equipment for the provision and maintenance of mission-critical services is a complex and costly undertaking that may distract a company from the core service it delivers to its clients. Businesses that maintain infrastructure in Ontario but do not currently have their own field operations teams, or are looking to simplify their operations and reduce costs, would benefit from working with Hydro One Telecom to deliver technical field services via our shared staffing model.

Whether you are running a small wholesale business or a medium-to-large enterprise, there are infrastructure, expertise and overhead costs associated with managing the equipment and labour used for your network solutions in the field. We can help!

How it Works

Hydro One Telecom provides two levels of Field Operations-as-a-Service (FOS):

- **Silver:** Field Operations to support Incident Management, Change Management, Network Construction and Customer Installations. These include fibre and circuit testing, installation/replacement/removal of equipment (network devices, racks, patch cords, LAN cables, cable trays, power plants) with 24x7 support, as well as providing the site access for third-party and routine maintenance (e.g. replacing equipment fan filters, site inspections and testing environmental alarms).
- **Gold:** Includes all of the elements of the Silver FOS offering, as well as Spares Inventory Management at any of the 15 Hydro One Telecom equipment depots distributed across the province, to support MTTR targets. This also includes maintaining records of spares inventory in a secure cloud-based application that is easily accessible by the customer.



Incident Ticket is opened by a network alarm, or by a customer call



Open ticket is investigated



If required, ticket is assigned to a HOT Field Technician who is dispatched to site



If required, Field Technician stops at HOT Depot to gather necessary parts & equipment



Field Technician arrives at site and performs the necessary services



HOT validates with customer that the service is complete, and closes the ticket

To learn more about Field Operations-as-a-Service (FOS) and other offerings, please contact us at HOTSales@HydroOne.com or (866) 345-6820 to speak with a Sales Representative or visit us at

www.HydroOneTelecom.com

Features of HOT's Field Operations-as-a-Service

Hydro One Telecom's 24x7 Field Operations-as-a-Service offering provides end-to-end services for Technical Field Operations including:

Silver	Gold
Deployment of expertly trained HOT field technicians for	Network equipment Spares Management & Storage
<ul style="list-style-type: none">• Access and Supervisions• Site Survey, Inspection & Audit• Regular & Preventative maintenance• Break / Fix repairs• New, partial builds, installations, upgrades & removals	<ul style="list-style-type: none">• Includes the Silver FOS Offering, and• 15 secured, environmentally-controlled equipment depots distributed across Ontario• Highly accessible cloud-based inventory management application that provides inventory data updates in real-time• Fully redundant, geographically diverse, dispatch centre

Our field technicians are fully equipped with their own tools and vehicles, which are tracked by GPS in real-time

Did You Know?

As part of an end-to-end solution, HOT also provides Network Operations-as-a-Service (NOS) through our Integrated Telecommunications Management Centre. This service provides Event, Incident, Change and Problem Management through 24/7 Level 1 and 2 support.



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