



ABOUT CLOSE OUT

CloseOut is a real-time quality control solution for field operations in the telecommunications industry that utilises photos, videos and checklists provided from field teams to enhance the quality of field work and to speed up project completion.



ABOUT ROAMING NETWORKS INC.

Roaming Networks Inc. delivers variety of Telco services across the US. With a lot of projects, making sure that all the health and safety procedures are met was not easy. There were also site revisits and making final as-built documentation was a daunting procedure. Now, with CloseOut, all that is solved in one software solution.

- 6X fewer revisits for additional fixes after they started using CloseOut
- 9X faster generation of final as-built documentation
- 100% health and safety compliant field teams



CUSTOMER SUCCESS STORY

About Roaming Networks Inc.:

Roaming Networks Inc. delivers services such as professional consulting, design, implementation, integration, and maintenance in the fields of radio communications and passive optical networks.



How Roaming Networks Inc. achieved nationwide success with CloseOut

THE CHALLENGE

When Roaming Networks Inc. began its mission in the US, they had both timing and experience on their side. The company has been developing and expanding in the telco construction business all around Europe. They have built a strong position in the communications industry, offering professional services, implementation, and integration in radio, fiber-optic, and backhaul and backbone transmission systems.

Moving the business to the US was a big challenge. It happened simultaneously with the start of the 5G rollout in the US, and it meant that things were happening, and they were happening quickly. The Roaming Networks Inc. crew needed to be efficient and to the point with everything they do to build trust in their new company.

Then a new challenge arose. While COVID-19 halted many industries, telecommunications wasn't one of them. The pressure on telco infrastructure became bigger as restrictions grew. Making sure all the work was done correctly and as quickly as possible suddenly had even more weight.

As the business operations grew, so did the number of things to keep on top of. Teams started operating in multiple states and working for various clients, all on a tight deadline.

While crews were doing their best on sites, the Roaming Networks Inc. management team worked hard to scale their business further. They recognized that a better tracking system and more structure were ways to overcome these challenges.

"We realized that making final as-built documentation was not easy, and we also wanted to reduce the number of sites revisits.

Also, we wanted for each of our team members to feel sound and safe while working on a construction site. That was important after the number of active projects grew significantly."

Nikola Petrović
Chief Executive Officer
at Roaming Networks Inc.

THE SOLUTION

While novelty is always a bit hard on the team, seeing the positive change of implementing the new software didn't take long.

Three things stood out to the Roaming Networks Inc. team:

REAL-TIME QUALITY CHECKS THAT ELIMINATE THE NEED FOR SITES REVISITS

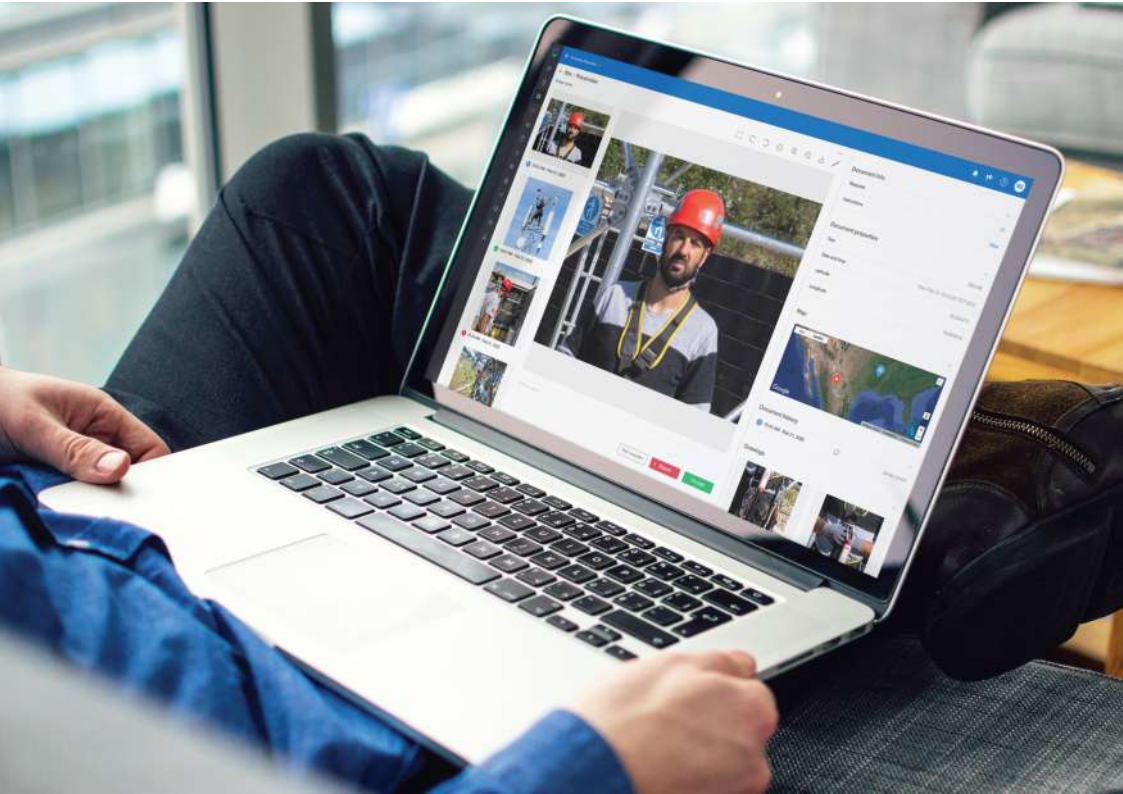
By using CloseOut, crews had all requirements structured directly on their smartphones and feedback sent out while still on the site. Client requirements can also be integrated into the quality inspection process, so there is no room for error or misunderstandings.

AS-BUILT DOCUMENTATION IS EASY TO BE MADE

With CloseOut, the teams could easily export the documentation for the projects they were working on and send them to their clients in just a few clicks as soon as the fieldwork was completed.

HEALTH AND SAFETY REQUIREMENTS ARE ENSURED AND DOCUMENTED

CloseOut enables daily health and safety compliance checks for each field crew member. It also digitizes safety forms and crew certifications for auditing. Completing safety documents is made easy.



THE RESULTS

- 6X fewer revisits for additional fixes after they started using CloseOut
- 9X faster generation of final as-built documentation
- 100% health and safety compliant field teams

These results came in just three months after they began using CloseOut.

“Preventive and corrective measures were now covered in real-time, and we reduced the number of sites revisits. With that, we managed to improve our cycle time and move from 11th place to 2nd on one of the contractor’s scorecards. We also booked more projects because we showed our improvement in terms of quality and efficiency at the same time.”

Nikola Petrović
Chief Executive Officer
at Roaming Networks Inc.

With the help of CloseOut, Roaming Networks Inc. was able to achieve:

- Clear communication with clients on what project requirements are and how they are tracked.
- Improved efficiency of the company’s field operations.

Thanks to these results, that made our field operations more efficient and cost effective, Roaming Networks Inc. will continue using CloseOut for every future project.

“We’ve come a long way since we started our business operations in the US, and we are glad that whenever we are kicking off a project, we know that we will get the job done on time.”

Nikola Petrović
Chief Executive Officer
at Roaming Networks Inc.

