

Field Operations Improve Turnaround Time by 20–40% with FieldWala Digital Workforce Management

Industry: Telecom & Infrastructure Services

Solution: Field Operations Intelligence | Workforce Tracking | Ticket Management | Geo-Tagged Attendance | Digital Compliance

FieldWala — Bringing Real-Time Visibility and Accountability to Field Operations

Managing a distributed field workforce presents a different challenge from managing infrastructure.

While operations managers may know which work has been assigned, they often lack real-time visibility into where resources are located, whether an engineer has reached the site, when work actually started, what activities were performed and whether the required safety and quality procedures were followed.

RIPL addressed these challenges through **FieldWala**, a Field Operations Intelligence application that digitally connects field engineers, supervisors and operations teams.

The platform brings attendance, location, ticketing, site activity, evidence capture, safety compliance and turnaround-time monitoring into one integrated workflow.

20–40%

Reduction in field-operation turnaround time

Real-Time

Visibility of field resources and assignments

Geo-Tagged

Attendance and site activity verification

Digital

Photo, video, safety and compliance workflows

The Challenge

Field operations were dependent on multiple manual processes and disconnected communication channels.

Supervisors frequently relied on calls, messages and spreadsheets to answer basic operational questions:

- Which engineer has been assigned?
- Where is the engineer now?
- Has the engineer reached the site?
- When did work actually begin?
- Has the issue been resolved?
- Is photographic evidence available?
- Was the required safety process followed?
- Has Acceptance Testing been completed?
- Why is the ticket still open?
- What is the actual turnaround time?

Attendance records were often maintained separately from operational assignments.

Site photographs and videos might be shared through messaging applications with limited traceability.

Ticket updates depended on engineers manually communicating progress to supervisors.

As the number of engineers, sites and assignments increased, this fragmented process made it difficult to maintain operational control.

The organization needed a system that could connect **people, place, activity, evidence and performance** in real time.

What Did RIPL Do?

RIPL developed **FieldWala**, a mobile-first Field Operations Intelligence platform designed specifically for distributed engineering and infrastructure teams.

The application digitizes the complete lifecycle of a field assignment—from attendance and ticket allocation to site arrival, execution, evidence capture and closure.

Geo-Tagged Attendance

Field engineers can digitally check in and check out through the FieldWala application.

The system records:

- Engineer identity
- GPS coordinates
- Date and time
- Assigned location
- Site information

This creates a verifiable digital attendance trail and reduces dependence on manual attendance records.

Supervisors gain real-time visibility into which resources are available and active.

Engineer Location Tracking

FieldWala provides authorized operations teams with visibility into field-resource locations during operational activities.

Engineers can be shown as:

Available → Travelling → At Site → Working → Completed

Supervisors can see:

- Assigned engineer
- Current or last known location
- Assigned ticket
- Distance from site
- Current work status
- Last activity update

This helps operations teams coordinate resources more effectively and respond rapidly when priority incidents occur.

Digital Ticket Management

FieldWala converts the field-service lifecycle into a structured digital workflow.

A typical ticket progresses through:

New

→ **Assigned**

→ **Accepted**

→ **Travelling**

→ **Reached Site**

→ **Work Started**

→ **Resolved**

→ **Submitted for Verification**

→ **Closed**

Every stage is timestamped.

This enables the system to accurately calculate:

- Assignment time

- Travel time
- Site arrival time
- Work duration
- Resolution time
- Total turnaround time
- SLA performance

Supervisors no longer need to reconstruct operational timelines from phone calls and messages.

Photo and Video Evidence

Field engineers can capture evidence directly against the relevant ticket.

Evidence can include:

- Before-work photographs
- During-work photographs
- After-work photographs
- Equipment photographs
- Test-result images
- Videos

Each record can be associated with:

- Engineer
- Ticket
- Timestamp
- Location
- Evidence category

This creates a digital audit trail demonstrating that the assigned activity was performed at the required site.

Digital Safety and Compliance

FieldWala digitizes mandatory safety checks that previously depended on paper forms or verbal confirmation.

Before work begins, engineers can be required to confirm items such as:

- PPE availability
- Helmet
- Safety shoes
- Electrical isolation
- Earthing
- Work permit
- Site-access approval

The checklist becomes part of the ticket record.

Critical safety requirements can be configured so that work cannot proceed unless the required conditions are confirmed or an authorized supervisor provides approval.

This helps make compliance part of the actual field workflow rather than a separate administrative process.

Acceptance Testing — AT Workflow

FieldWala also supports digital Acceptance Testing for installation and rollout activities.

Engineers can capture:

- Equipment details
- Serial numbers
- Test parameters
- Test results
- Photographs
- Videos
- Customer acceptance
- Remarks

The workflow can progress through:

Draft

→ **Submitted**

→ **Under Review**

→ **Correction Required / Accepted / Rejected**

This creates a centralized record of acceptance activities and reduces paperwork and fragmented evidence.

Operations Intelligence Dashboard

Supervisors and management receive a consolidated view of field performance.

Dashboards can display:

- Active field engineers
- Engineers at sites
- Open tickets
- Critical tickets
- SLA breaches
- Tickets completed today
- Pending verification
- Average TAT
- Resource workload
- Attendance compliance

- Safety compliance

Performance can be analysed across:

- Engineer
 - Team
 - Cluster
 - Region
 - Client
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The Results

By connecting field resources and operational workflows through a single digital platform, FieldWala enables substantially faster and more transparent field operations.

20–40% Reduction in Turnaround Time

Real-time assignment, location visibility, digital ticket updates and faster verification reduce delays between ticket creation and closure.

Greater Resource Visibility

Supervisors can identify who is available, where engineers are located and which assignments they are currently handling.

Improved Accountability

Geo-tagged attendance and timestamped workflow updates create a clear digital trail of field activity.

Faster Ticket Closure

Digital photographs, videos and test evidence allow supervisors to validate work without waiting for separate manual documentation.

Better Safety Compliance

Safety requirements become an integrated step in the field workflow rather than an offline administrative exercise.

Improved Performance Measurement

Management can measure TAT, travel time, resolution time, SLA compliance and field productivity using actual operational data.

From Calls and Spreadsheets to Real-Time Field Intelligence

Before FieldWala

Ticket received

- Supervisor calls engineer
- Engineer assignment communicated manually
- Engineer travels to site
- Location unclear
- Updates shared through calls/messages
- Photos shared separately
- Safety records maintained manually
- Supervisor follows up
- Ticket eventually closed
- TAT calculated manually

With FieldWala

Ticket created

- Engineer assigned digitally
 - Engineer accepts assignment
 - Travel tracked
 - Geo-tagged site arrival
 - Digital safety checklist
 - Work begins
 - Evidence captured
 - Resolution submitted
 - Supervisor verifies
 - Ticket closed
 - TAT and SLA automatically calculated
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Business Impact

FieldWala transforms field operations from an activity that is difficult to observe into a measurable digital process.

The platform gives organizations the ability to:

- Know where field resources are deployed
- Deploy available resources more intelligently
- Track every stage of a field ticket
- Verify site attendance
- Capture auditable work evidence
- Standardize safety procedures
- Digitize Acceptance Testing

- Measure operational performance
- Identify delays and bottlenecks
- Improve customer SLA performance

The result is a field workforce that is **more visible, accountable, measurable and responsive**.

Know Your Resources. Track Every Activity. Close Work Faster.