



TAWAL



Tower
Operations Center
& Customer Interface
Department

Paving the Way for Digital Transformation

Version 2

TAWAL.com.sa



FOUNDATION OF LIMITLESS POSSIBILITIES

TAWAL

TABLE OF CONTENT



TOC &
Customer Interface

03



What
We Deliver

08



What Sets
Us Apart

14



Who We
Can Serve

16

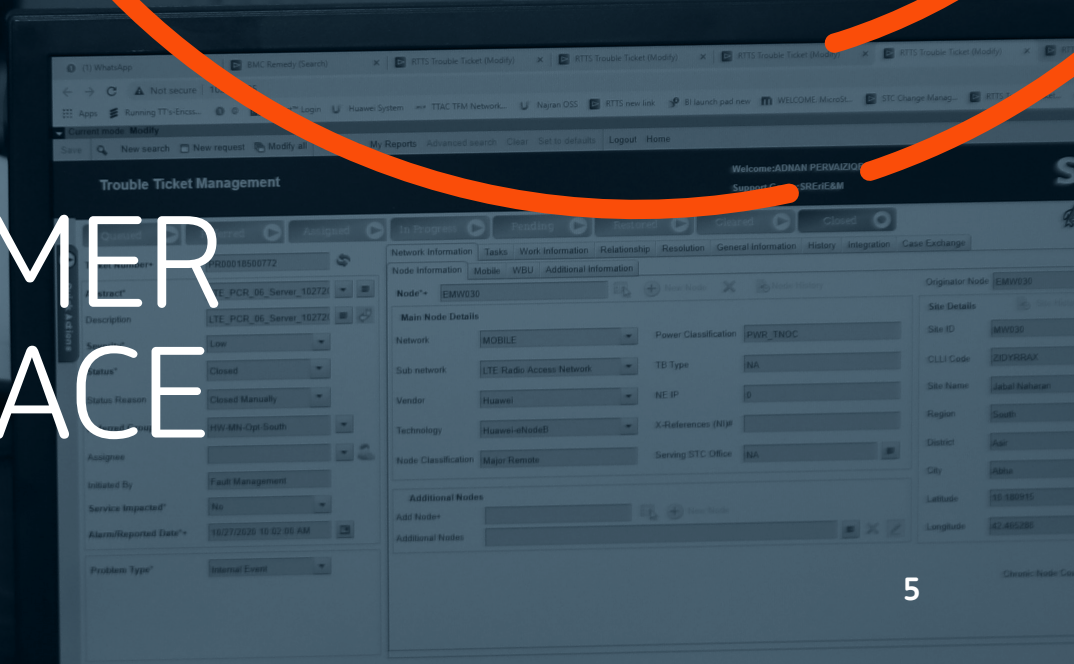


TOC & Customer
Interface Team

18



TOC & CUSTOMER INTERFACE





TOC & CUSTOMER INTERFACE

Tower Operations Center "TOC" is the Network Infrastructure's eyes, heart & backbone where a professional team is working 24/7 to keep services running well with the highest availability ever. With well-effective processes designed & built to be end user-service oriented, we guarantee that we deliver the best service level that exceeds the expectation. TOC & Customer Interface is working with stakeholders as an orchestration to fulfill customer needs & achieve service assurance.



“Fully Digitalized TOC Operation,
Beyond Customers Expectation”





OUR
OBJECTIVES

- Enrich TOC Operation with High Level of Automated T and P.
- Integrate Smart TOC Operations into Customers Need.



EXPLORE MORE

It is all set to make your **business grow**. TOC & Customer Interface manages **all critical activities** to operate & maintain the infrastructure you need and put your business in full operational condition **for the long term**.



WHAT WE DELIVER



WHAT WE DELIVER



WHAT WE DELIVER



SURVEILLANCE

Using the most effective business cases, a high qualified team monitors alarms efficiently 24/7 using a single elegant platform with the latest features supporting a minimum portion of waiving. This is Covering PIN & IBS.



FAULT MANAGEMENT

Covering a whole fault journey starting from trouble ticket creation with a high level of automation into dispatching to the field team passing escalation, corrective action, restoration & ticket closure within agreed SLA/KPI.



SITE ACCESS

Granting smooth site accessibility with high security standards. Through a group of smart rules, we enable automation logic into safe site access for incidents, WO's & changes. Accordingly, the access requester can apply his request remotely using a Mobile App where auto approval will be processed in case applied info. are correct & match business rules architecture.



CHANGE MANAGEMENT

Taking into consideration the end-user as customers of our customers we assure that each CR will be processed after 5 criteria of verification as a minimum to grant the best NW availability. The launched process/procedure is set to deliver the highest service quality.



CUSTOMER OPERATION

The responsibility of overall direction, coordination, quality and productivity of contact center operation. The ability to deliver the communication plan process with all providers to ensure their satisfaction. Moreover, provides input to the customer for the whole incident or dispute concerns & sign off performance deliverables.



NOTIFICATION & ESCALATION MATRIX

Dynamic Matrixes have been designed to cover different levels of management in both sides, TAWAL & customer based on severity, quantity & service. They are set together to involve more decision-making levels based on the impact of incidents.

WHAT WE DELIVER



REPORTING MANAGEMENT

Designing and developing reporting & dashboards models to meet the business needs of TAWAL and enable the TOC department to meet its objectives. Implementing reporting solutions to support Business Intelligence gathering. Producing analytics and raw data from platforms, to create reports and visualizations and performing ongoing data stewardship, managing data completeness and quality following data governance standards and determine opportunities to streamline manual processes and develop automate relationship to ease daily work function.



SPECIAL EVENT MANAGEMENT

Special events like Hajj, Eid, national day etc. require the highest level of service, accordingly a special treatment should take a place where changes should be banned & incident restoration duration is faster relying on special preparation including high levels of alerts & event-based dashboards, notifications & escalations.



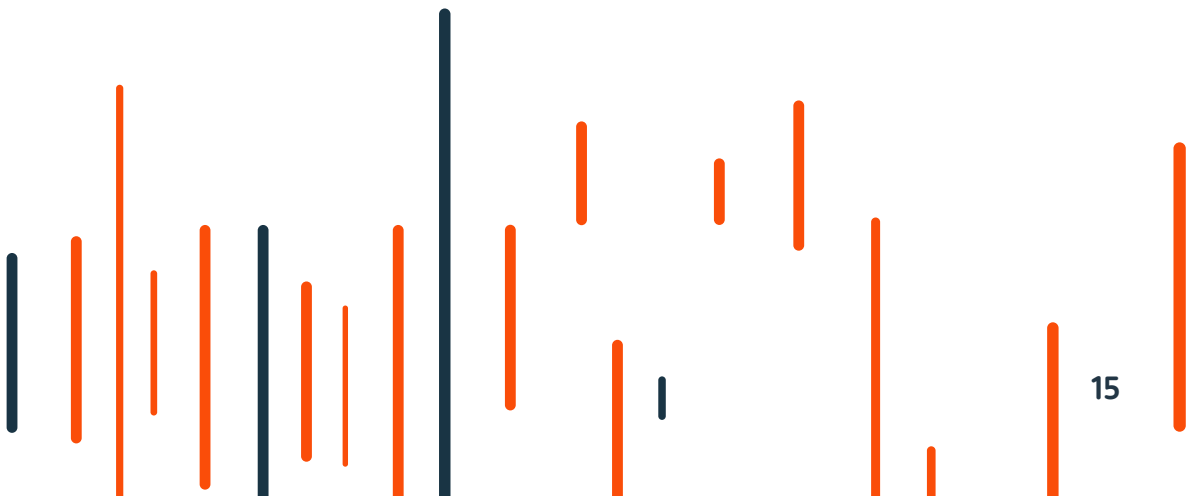
BUSINESS CONTINUITY MANAGEMENT

As business continuity is on the top of operation & maintenance, at TOC we commit to ensuring continuous services. As such we have arranged another TOC workstation as a backup for the main TOC with 2 types of network connectivity per each location include Fiber connection & MW, as well as, power sources redundancy per primary & backup.



TRAINING & KNOWLEDGE SHARING

Training, workshops, knowledge sharing etc. are considered main enablers for team skills & capabilities. Subsequently, a valuable continuous learning program should take place.





WHAT SETS US APART



WHAT SETS US APART



Aiming to achieve the best level of services benchmarking with others in the market starts essentially with efficient organization planning including HR & Systems where all & each main function considered. TOC & Customer Interface team committed to maintain, operate and manage Network Infrastructure elements according to best practices business model & utilizing the latest technologies & techniques.



Managed by talented leadership with rich experience in ICT leading companies, in charge employees are monitoring a whole passive element strictly & handling trouble tickets based on sets of processes designed by highly professional teams & certified by most popular certification bodies.



WHO WE CAN SERVE



WHO WE CAN SERVE

We are ready to operate and maintain the infrastructure of all telecom companies, governmental and private entities.

Success Partners Empowerment



هيئة الاتصالات والفضاء والتقنية
Communications, Space &
Technology Commission



Clients

Telecom network operators



zain

stc



Clients non telecom operators



Clients

non telecom operators





TOC & CUSTOMER INTERFACE TEAM



OUR SUCCESS PIONEERS



TOC & CUSTOMER INTERFACE TEAM

We practice what we preach, acting with transparency, integrity in all our actions. Each member of the team is committed to serve the customer following established processes put in place to make the operations work at its best to our customers.



Abdullah Algarni

GM of Operations & Maintenance

- Over 20 years of experience in telecommunications specializing in operations management.
- Proven expertise in operations planning, execution, and automating the operations process for optimal operational efficiency.
- Committed to improve service availability/reliability toward better customer experience.
- Expertise and oversight in streamlining the Operations Centers.



Mohamed Zakari

TOC & Customer Operation Head

- Over 20 years of cumulative experience in leading operations, NOC and back office department in the telecommunication industry
- Responsible for the fulfillment & full compliance of customer's SLA achievement and PIN availability rates 24/7
- Monitoring, dispatching, trouble ticket management, site access & resolution of customer tickets and issues



Ramzi Hadi Jelani

TOC Manager

- Responsible for TAWAL Operations deliverables SLA achievement and PIN availability 24/7
 - Responsible for the monitoring, dispatching, trouble ticket management, and resolution of customer tickets and issues
 - Responsible for the Access and Change Management
 - Joined the leadership team with 13+ years of cumulative experience in leading operations, front office department in the telecommunication industry
-



Mohammed Alshahrani

Customer Interface

- 10 years of experience in the telecommunication industry
 - Holds a Master's degree in Electrical and Computer Engineering
 - Point of contact with the customers for issues related to operational services' terms and conditions
 - Works on analyzing and improving customer service functions
-



Maather A. Alsahafi

Customer Interface

- 4 years of experience in telecom infrastructure network.
- Create and generate periodical reporting of telecom towers SLAs and based contractual KPIs.
- Maintain customers satisfaction by answering inquiries and reporting towers progress.
- Coordinate with the client to satisfy contract obligations and project milestones and deliverables.



Teruyuki Jr Perlas Ito

Reporting & Dashboard Management

- Over 14 years of intensive experience in Operations & Maintenance
 - Creates dashboards and reports conveying insightful information for decision makers
 - Design and develop reporting models to meet TOC operational needs
 - In-depth knowledge in Electro-mechanical infrastructure domain for Mobile Access, Technical Buildings and Data Centers
-



Abdulraheem Bawazir

Site Access & Change Management

- Over 14 years of experience within Operations & Maintenance in ICT industry
 - Handling Site Access & Change Management processes E2E
 - Familiar with Field Operation & TOC processes
 - Wide knowledge in TXM, IP, GPON, MPLS Core. CS, PS & Radio Access Network
-



Ahmed Moafa

Site Access Management

- Over 6 years of experience in Aramco projects
 - Handling Site Access & Change Management processes
 - Manages all site access permission activities for fault management
 - Wide knowledge In the design and construction of steel tower structures
-



Rabaa Al Nasser

Reporting & Dashboard Management

- Over 9 years of experience at IT sector
- Business Intelligence & Operation experience skills
- Using Business Analysts and BI background to automate tasks & dashboards
- Ability to virtualize, design, model data efficiently



Abdullah Alshahrani

TOC Supervisor

- 5 years of experience in different ICT environments within network operation centers.
- Handling fault management, surveillance, reporting and change management activities.
- Extensive knowledge of IT service management, incident models, problem management, monitoring tools and SLA.
- Wide knowledge in different telecom and networking sectors including access, submarine cables, routing and switching, etc.
- Certified in various professional certificates such as: PMP, RMP, PBA, ITIL and C-KPI.



Faisal M. Aldhafiri

Customer Interface & Resolution Delivery Manager

- 18 years of experience within Operations & Maintenance in Telecom industry
- Handling Operations & Maintenance E2E
- Familiar with Field Operation & TOC processes
- Wide Knowledge in TXM & Radio Access Network SLA / KPI



Hani AlJahdli

TOC Supervisor

- 23 years of experience within Operations & Maintenance in Telecom, fiber cable and power
- Handling TOC daily work
- Familiar with Field Operation & TOC processes
- Wide knowledge in TXM, IP, GPON, MPLS Core. CS, PS, FTT, SDH, PCM & Radio Access Network
- Managing stc MSP project from the beginning



Khalid A. AlShamrani

TOC Supervisor

- Good experience within Operations & Maintenance
- Controlling fault and change management activities
- Responsible for escalation any issue related to TOC
- Familiar with Field Operation & TOC processes



Nawaf Alhirabi

Data Analyst

- Good experience within Operations & Maintenance, SLA, OLA etc.
- Controlling fault management, Surveillance and change management activities.
- Responsible E2E for trouble tickets, reporting, monitoring, escalation, and notification management over Passive part.
- Experience in field maintenance including corrective & preventive activities.

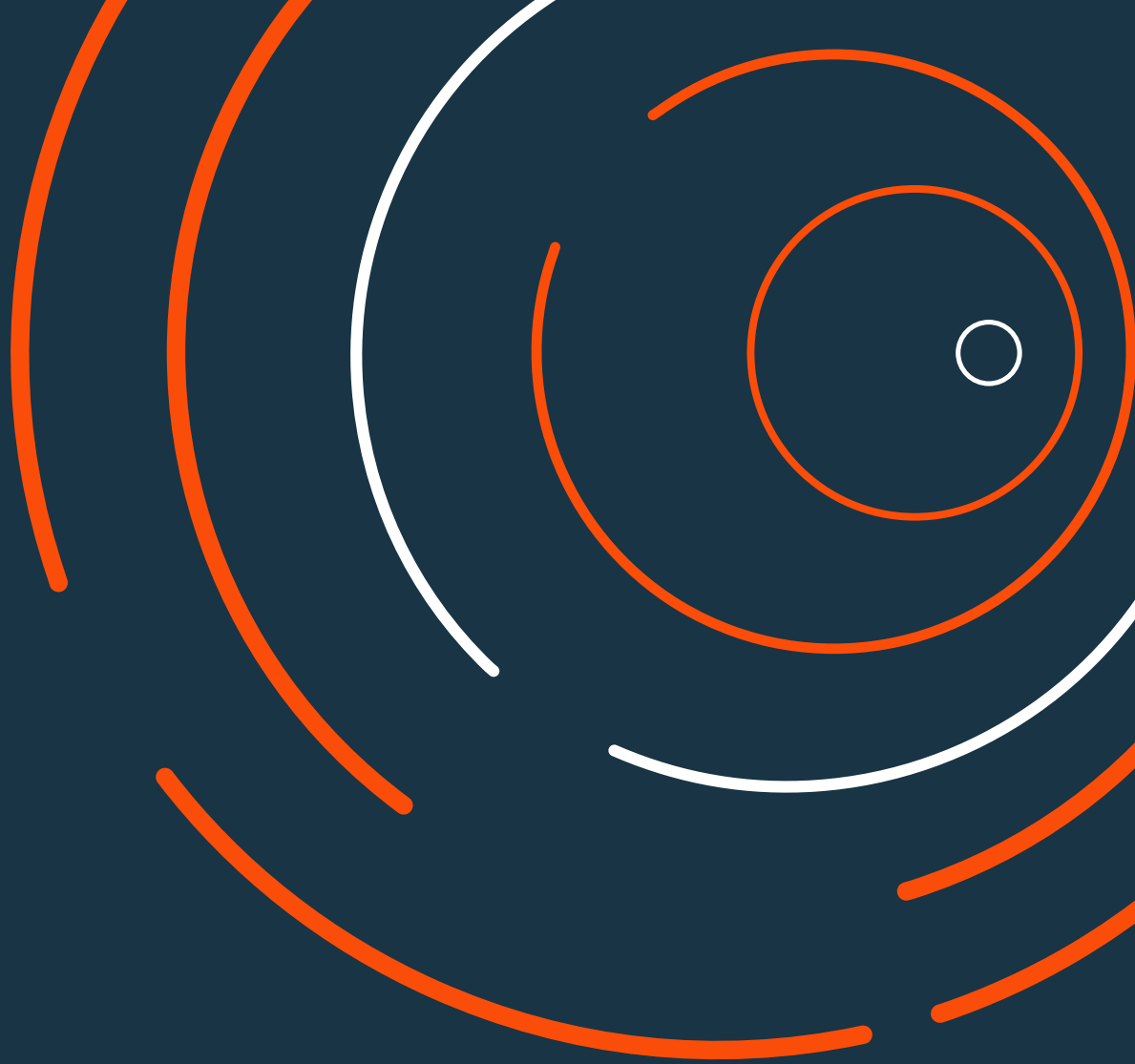


DEDICATED AND METICULOUS TOC

Our Tower operations Center staff counts deploys cutting-edge platform to cover all PIN & IBS monitoring, dispatching, trouble ticket handling, site access management and change management. We carry these activities out in an innovative and customer-centered approach. This is what differentiates us from other TowerCo TOCs.

We do not only rely on accurate, real-time data capture through our proprietary platform but also on the vital role that transparent and open communications play on the business relationship with our partners. Our Customer Interface Lead will make sure to keep all your stakeholders up-to-date on PIN and availability indicators serving also as the liaison between the customer and TAWAL to resolve all queries and disputes.

TAWAL



CONTACT TOC & CUSTOMER INTERFACE



TOC@TAWAL.com.sa



Emergency Line:
920000906