

Manage all Outside Plant and Customer Premise Equipment with SuiteSolution[®] Plant Records

The heart of HickoryTech's Plant Records Module keeps track of all data pertinent to the outside plant, including terminal routes, pedestals, cable pairs, line assignments, and subscriber record information. Information is easily entered and updated for future inquiry and reporting from a screen consisting of easily customizable data fields. The fields are arranged to provide a "one-shot" glimpse of facility records. You have the information your staff needs to maximize use of your facilities and efficiently service customers when technicians are dispatched on service assignments. The bottom line? Your company benefits by saving time *and* money.

Windows Architecture

Featuring easy access from your desktop via the user-friendly Windows-based GUI providing increased accessibility, functionality and control for your staff.

Flexible

Because the Plant Records Module allows you flexibility in naming fields and tables, you can define your network using your terms. It's easy to add new components to the database if you swap out your switch or upgrade your outside plant.

Instant Inquiry

The system identifies and stores all information relevant to the connection of subscribers on the network including:

- Active Subscribers
- Vacant Line/Location
- Special Circuits
- Transferred Records

Records can be transferred from active to vacant locations or from vacant to active subscriber locations. Both assigned and vacant lines are accessible through instant inquiry.

Integration

The Plant Records module operates as a stand-alone system or can be integrated with other SuiteSolution modules including Work Flow Manager and Directory. Integrated with Trouble Reporting, Plant Records display trouble call details on any subscriber record.



HickoryTech's Plant Records Module is flexible enough to adapt to next-generation networks and to keep pace with your growing service offerings.

Users can inquire and search on any combination of data fields that you create including:

- Telephone Number
- Exchange
- Name
- Pedestal and Pedestal Pair
- Street Name & House Number
- Terminal Location
- Status
- Hardware Name or Location
- Line Equipment Number
- Assigned Hardware
- Service Hardware
- Subscription Point ID
- Feature ID
- Cable Pair
- Line Card Detail
- PICS
- Carrier
- Digital Loop Carrier
- Drop-Ariel, Buried-Wire, Cable
- Loop Extender Device

Set-Up

Customization begins with **Plant Parameters**, which define the content of the drop down boxes that appear on the screens. The **Facility Maintenance** screen is used to add, change or display information that describes your network components in greater detail. The **Plant Codes** screen collects your user-defined category codes such as PIC, house number, class of service and install date. These will be used to identify specific information on a Line Card.

Line Card

The **Details Tab** describes all fields associated with this customer including map number, group code, frequency, network inlet terminal, upright, carrier, channel, voice frequency, repeater, long line extender, hunt group, member number, network interface device, etc.

The **Facilities Tab** identifies additional data specific to the hardware such as size of box, manufacturer, model, footing, etc. And identifies data about the pair including test box, phone jacks, inside wire detail, etc.

The **Comments Tab** captures multiple comments in free format that remains with the line card to create a history on the card.

The **Features Tab** pulls all features subscribed by this customer from the Customer Relationship Manager module.

Efficiency

- Point & Click
- User-Defined Screen Headings
- User-Defined Fields
- User-Defined Drop Downs
- Online Help File
- Pre-Packaged Reports
- Query Tool - Customized Reporting

Query Tool Reporting

An unlimited number of reports can be run with the Query Tool in Back Office. All plant fields are available for inquiry. And since you are in full control of creating and naming your fields, the information you need is at your fingertips.

Query Tool allows you to set conditions to qualify your report, for example line card, phone number, or a specific term and then export the results to a .csv file. The report can be named, saved and rerun on demand. Or you can open a previous report as a template, build upon that by setting new conditions and save under a new name to add to your library.



Facility Maintenance

Category	Type	Name	Location	EXC
* FACILITY	PEDESTAL	2A13B05/04		723

Facility Details

Description	Value
*	

Facility Ranges

From	Thru

SuiteSolution - [715-247-5781-9 - Line Card]

Line Card

ROBERT AND DIANE SMITH
47161

Details Facilities Comments Features

Code: 507-555-2700 EXCH: 948 Status: ACTIVE

Address:

House #: 2781 House Suffix: Pre-Direction:

Street: Windpine Drive South Street Suffix: Post-Direction:

Location:

City: St. Peter State: MN Zip: 56002

Detail Codes

Req	Description	Value
<input type="checkbox"/>		
<input checked="" type="checkbox"/>	CLASS OF SERVICE	DGT
<input checked="" type="checkbox"/>	EQUIPMENT NUMBER	LE04-1-480
<input checked="" type="checkbox"/>	FRAME LOCATION, PAIR	0203
<input checked="" type="checkbox"/>	INSTALL DATE	960615
<input type="checkbox"/>	CARRIER	160
<input type="checkbox"/>	CHANNEL	001

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Help Desk & Training

Qualified Help Desk experts are available from 8:00 a.m. - 5:00 p.m. CST. Our specialized conversion team will assist you in determining the amount of training necessary and develop a training program to meet your needs.

Operating System

Windows XP or XP-Pro
Service Pak 2 (or higher)
Internet Explorer 6 or 7 required

Work Station Requirements

192 MB of RAM minimum
Pentium II 400k Processor
VGA Monitor

Architecture

Three-tier Client/Server
Object Oriented
Oracle Database

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