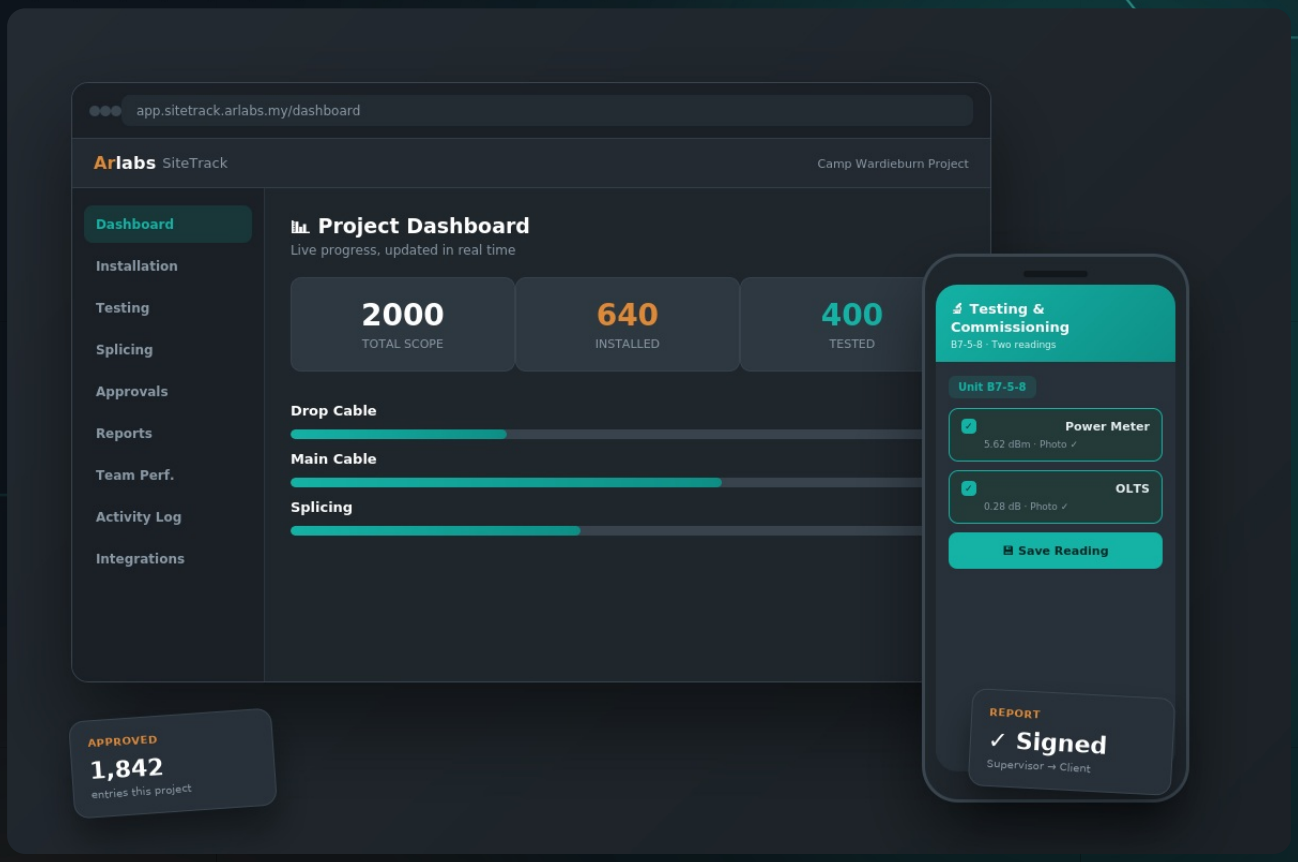
CASE STUDY

ARLABS



TELECOMMUNICATIONS · FIELD SERVICES

Verified field data for a fibre rollout

How a Malaysian field-services contractor replaced chat-app photos and spreadsheets with a verified, house-by-house field record — and signed reports generated straight from it.

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CASE STUDY

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Context

The contractor runs fibre and homepass installation crews across residential sites. Each home has to be installed, tested and commissioned, with evidence the client can rely on when progress is claimed. This deployment is within the Arlabs group's own field-services operations, where the product is used daily.

Before

- Crews reported completed homes in chat groups with photos and voice notes
- Progress was consolidated by hand into spreadsheets, usually the night before a client meeting
- The same unit was sometimes reported twice by two teams
- Test readings lived in photos with no link to the unit they belonged to
- Client progress reports took hours to assemble and were disputed when numbers did not match

What was deployed

- Arlabs SiteTrack on crews' own phones — a browser app with no installation
- Block → Level → Unit project structure with one-tap full-house logging
- Offline capture with automatic sync, and duplicate-entry protection
- Power Meter and OLTS readings recorded per unit, with a unit only counted as tested once both exist
- Supervisor approval before any entry counts toward official progress
- Progress and final reports generated from the record, signed digitally by supervisor, manager and client

How it works now

- ✓ Every installed and tested home is attributed to the crew that did it, with photo evidence attached
- ✓ Supervisors approve from the field; the dashboard shows installed versus tested against total scope at any moment
- ✓ Client reports are generated in minutes from approved data rather than compiled by hand
- ✓ Disputes over what was completed are resolved by opening the record, not by phone calls

> “The report does the convincing now. If a number is questioned, we open the entry and show the photo and the reading.”
>
> — Operations lead, field-services contractor

Product used

FIELD-OPS PRODUCT

Arlabs SiteTrack

A mobile-first field-operations product for telecoms projects — house-by-house fiber installation, testing, commissioning, splicing and client-ready reporting, built for real Malaysian field conditions.

See it on your operation — hello@arlabs.my
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