



SUPERWORKER³_{TM}

TELECOMMUNICATIONS

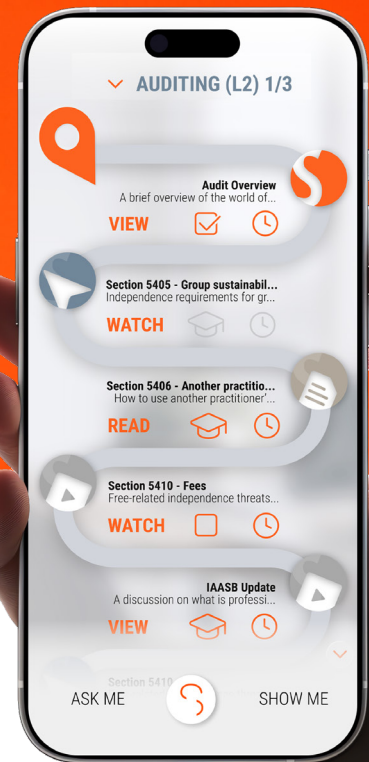
WHY YOUR PEOPLE, NOT YOUR NETWORK,
DECIDE WHAT TELECO'S 2026 ROLLOUT
AND AI INVESTMENTS ARE WORTH.

YOUR WORLD

Field-engineering capability for rollout

Your 5G and fibre rollout business case depends on **field engineer competence**. Tickets reopen at a rate your training records do not predict. The field team did what they were shown. **Something changes at the site**. The engineer makes a call alone. The ticket reopens.

Meanwhile, the workshop training was solid. The difference is not in the academy. It is in what happens at the truck and the cabinet. The gap is closeable. **Your people have the skill**. They do not have the right **support** at the moment it matters.



Network-as-software transformation

Telco-cloud. Open RAN. **The technology is there**. The capability shift is not classroom-deep, it is workforce-deep. Your NOC and your engineering teams are running legacy workflows in a new stack. Your documentation is good. Your training programme is thorough. Your teams still think like hardware engineers. They do not think like software engineers. The mindset shift does not happen in a two-day workshop. **It happens in the work. Every day. Your people are ready**. The work model is not.

AI in network operations

You have deployed AIOps tools. Your NOC team is trained on the tool. They are not trained on the **new operating model**. They know the interface. They do not know when to trust the tool or when not to. They do not know how to read what it is telling them. **The tool gives you insight**. Your operators are not yet getting the value.

The platform is fine. **What it is waiting for is operator capability at the desk**.



Customer experience consistency across channels

Your customers interact through call centre, retail, and field. **The same customer story differs by where it lands**. The scripts are there. **The product knowledge is the same**. The experience is not consistent. Retail tells them one thing. The field engineer tells them another.

The call centre lands it differently again. Nothing binds the channels into one customer story. What connects them is not another script. **It is one narrative, lived consistently from one interface to the next**.



WHERE SUPERWORKER PAYS FOR ITSELF

You do not need another platform. We sit on top of what you already have. We pay for ourselves by making the budget you have already approved go further. There are three places that is true.

We refocus your L&D budget. Same envelope. Different vendor mix. Less classroom and content licence. More activation and measurement. The line item is the same. What you bill against it is different.

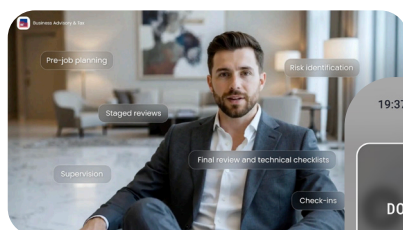
We replace the slowest part of your rollout and transformation activation. The toolbox talks. The methodology binders that do not reach the field. The classroom programmes that lag the rollout. Replaced with a four-week working rhythm at the truck and the desk. This bills against the rollout and transformation budget, not against L&D.

We unlock the value of the AIOps and network-AI tools you have already deployed. Telcos now hold thousands of unused or underused AIOps, NOC-AI and field-AI seats. Every percentage point of usage you recover is real money the CFO can put against operating cost. The tools are paid. We help your operators actually use them.

Field-engineering capability

HOW THIS WORKS FOR EACH ONE

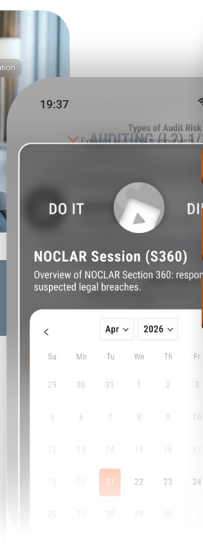
Builder defines field-engineer competence per task type. Companion coaches in the field, not at induction. The Reporting layer closes the loop on first-time-fix and ticket-reopen rate.



AI in network operations

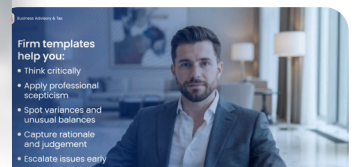
Companion drives AIOps adoption in NOC.

The Reporting layer ties use to incident resolution and operating cost.



Network-as-software

Builder maps the new operating-model capability across NOC and engineering. Companion drives adoption in the work itself, not in transformation slides.



Customer-experience consistency

One Builder setup for customer-experience baseline. Companion adapts to channel context across call centre, retail and field.



LET'S TALK

If any of these four match your telco, your leadership is already asking. There is a gap between what you trained for and what you can prove.

We work with Advisory Partners across South Africa, Australia, the Middle East and the United Kingdom.

We will match you to the right partner for your region and your telco.

W&L HUMAN CAPITAL

EQUATE

TALEXUS

CAN!DO

FLOURISH COUNSELLING



DGE Recruit
TALENT, NETWORK, VALUE

GENSAFE AI

blackslope



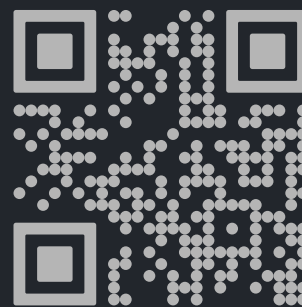
Book a meeting

We will show you what your operations and network leadership would walk into the next rollout phase with.

SUPERWORKER³

LET'S TALK

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The framework is correct

The architecture is correct

The pacing is the issue



SUPERWORKER³™

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