KALIWEB SYSTEM

Field Service & Ticketing System

Telecom Tower Contractors

Business guide — step by step, with screenshots
How your team works with KALIWEB SYSTEM every day

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1. KALIWEB SYSTEM for telecom tower contractors

For tower companies, operators and their contractors: hundreds of sites in one register, preventive and corrective maintenance, power systems, permits on site, and the reports your clients ask for — across regions and teams.

This guide walks you through how a telecom tower contractor runs its day on KALIWEB SYSTEM: from the first call of a customer to the money in your account. Every step is shown with the screens your team will use. Kaliweb Systems sets the system up with you, trains your team and stays on WhatsApp and phone for support.

1.1 Before and after

Today	With KALIWEB SYSTEM
Sites, access details and history spread across spreadsheets	One sites register with map, access, equipment and history
PM visits planned by hand every month	Maintenance contracts raise every visit by themselves
Permits and safety checks hard to prove afterwards	Work-at-height and electrical permits completed on site, on the phone
Power and battery sizing done separately for every site	The telecom power calculator sizes load, batteries, rectifiers, generator and solar
Month-end reports assembled by hand	Reports per site, region and team, exported to Excel

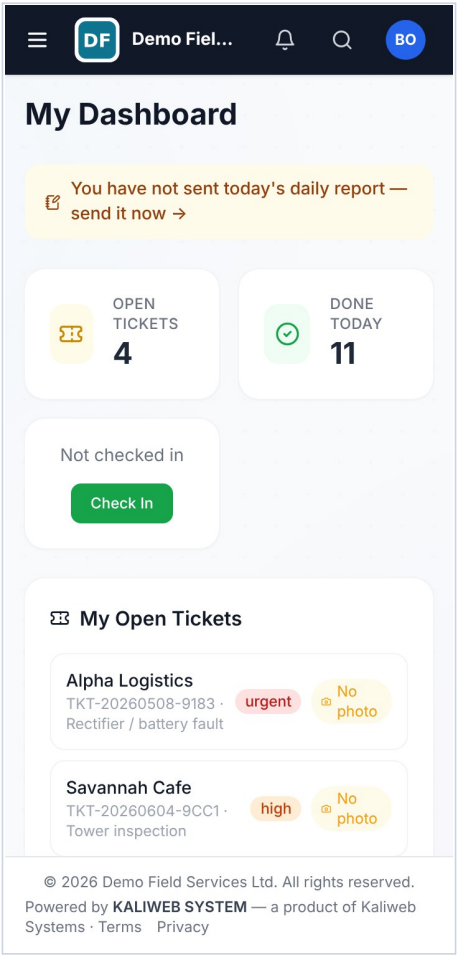
1.2 Who uses it in your company

Everyone signs in with their own username and only sees what their job needs. You can add your own roles (for example *store keeper* or *cashier*).

Person	What they do in the system
Regional supervisor	Assigns jobs in their region, reviews reports and permits
Field engineers / riggers	PM and corrective visits, permits, readings, photos
Power engineer	Site power designs
Store	Batteries, rectifiers, spares per region
Accounts	Invoices per client, payments, expenses
Manager / HR	Results per region, certificates, payroll

1.3 Works on any phone, even without internet

Technicians open the system in the phone's browser and press *Add to Home screen*: it works like an app, with nothing to install from a store. Job reports, photos, signatures and materials used are kept on the phone when there is no network and are sent by themselves when the phone is back online.



The technician's dashboard on a phone.

2. Your first week

Kaliweb Systems prepares the system with you. This is what happens in the first days, so you know what to have ready.

1. **Company details and logo.** Your name, logo, address, phone and tax PIN go on every invoice, quotation, receipt and report.
2. **Branches and staff.** Add each branch and every staff member with their role. Technicians receive their login by SMS.
3. **Your services and job types.** Typical job types: *preventive maintenance (PM)*, *corrective maintenance*, *power fault*, *generator service*, *installation / rollout*, *audit*.
4. **Customers.** Your clients (tower companies and operators) and **all your sites** are imported from Excel: site ID, owner, GPS, tower type and height, power source, landlord and access.
5. **Stock.** Batteries, rectifier modules and generators with serial numbers; cable in metres; fuel and consumables in pieces or litres.
6. **Payments.** Your own M-Pesa paybill or till (or MTN / Airtel) and your bank account are connected, so customer payments are matched by themselves. The money goes straight to your account; Kaliweb never holds it.
7. **Regions.** Each region is set as a branch with its own team, stock and results.

TIP Start with one branch and a few technicians for the first week, then bring in everyone. Most teams are comfortable within two weeks.

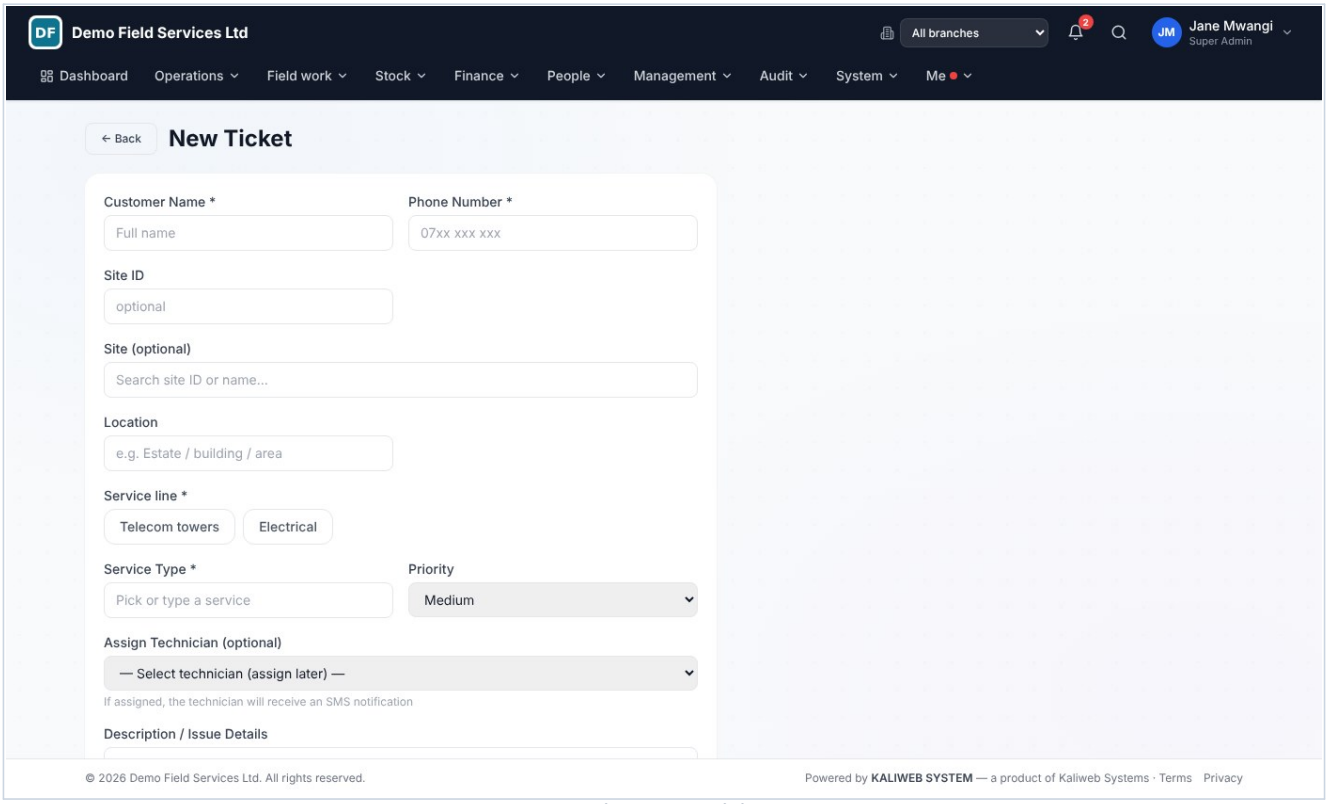
3. Every request is a ticket

A **ticket** is one customer request: a PM visit, a corrective job, a power fault, a rollout. It gets a number such as `TKT-20261001-B101` and the customer receives an SMS with a private **tracking link**.

3.1 Logging a request

Customer care opens **New Ticket**:

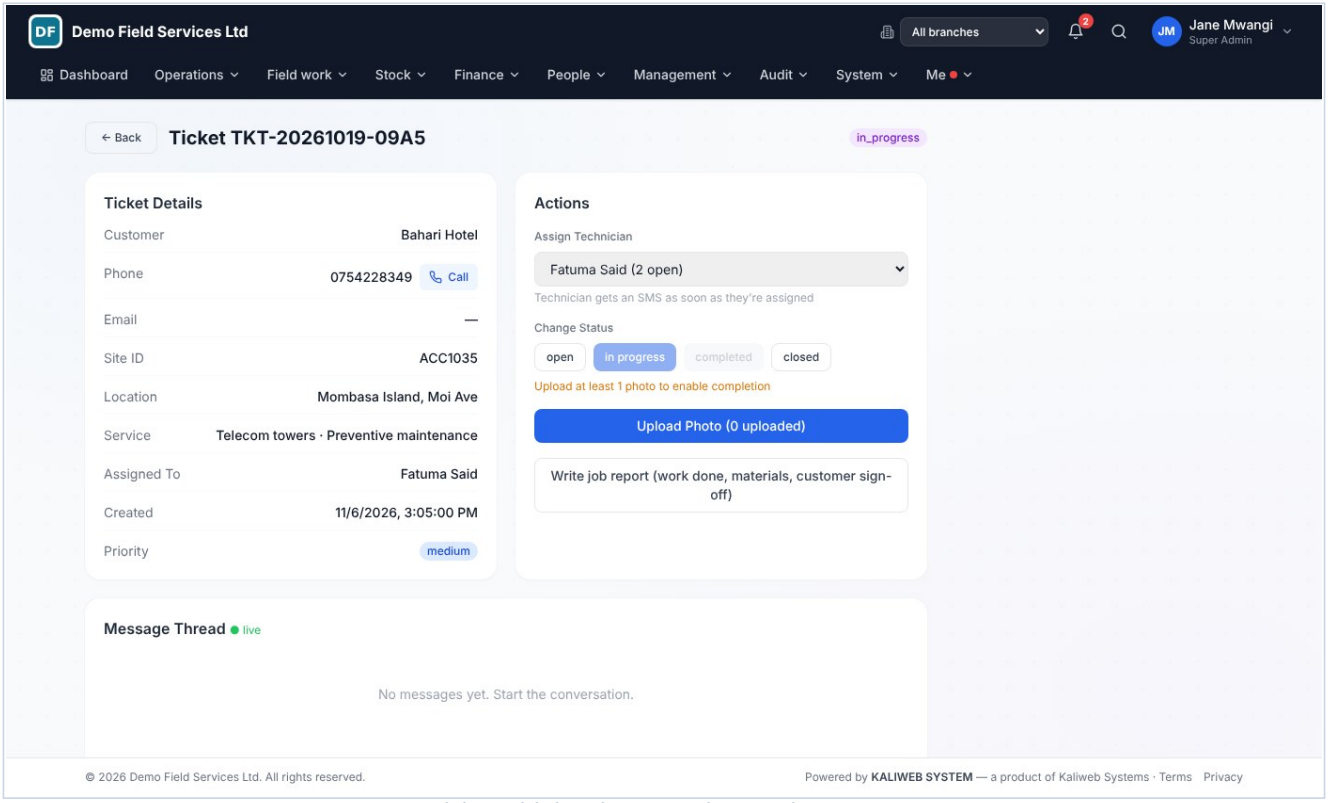
1. Type the customer's **phone number** — returning customers are recognised and their details filled in.
2. Add the **account number** and the **site ID** and the **location**.
3. Choose the **job type** (PM, corrective, power fault, rollout…), the **priority** and describe the problem.
4. Assign a **technician** now or later. A technician with an expired certificate is marked with a warning.
5. Press **Create Ticket & Send SMS**.



Logging a new ticket.

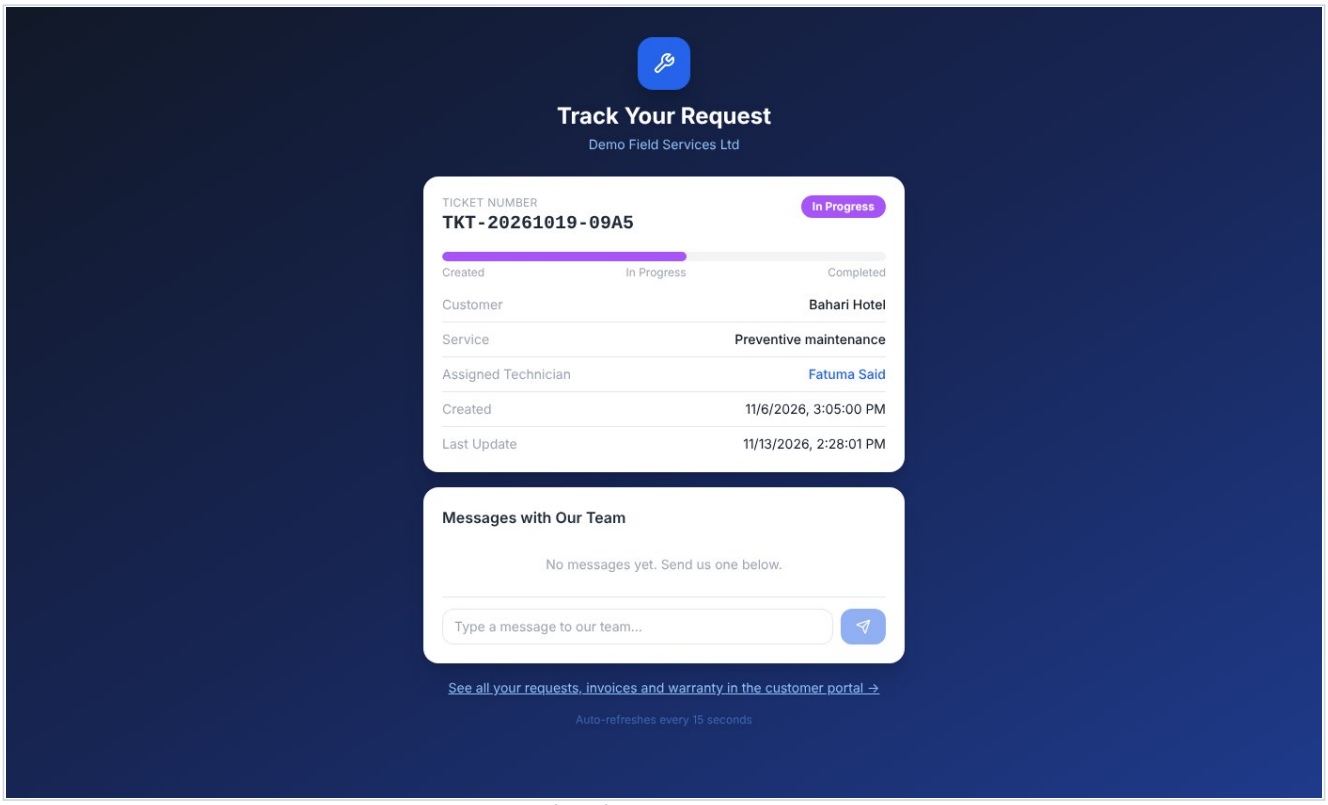
3.2 Following the work

The ticket list shows every request with its status — *open, assigned, in progress, completed, closed* — the technician and how long it has been waiting. Open a ticket to see everything about it: the customer, photos before and after, the message thread with your team and the customer, and the job report.



A ticket with its photos, actions and messages.

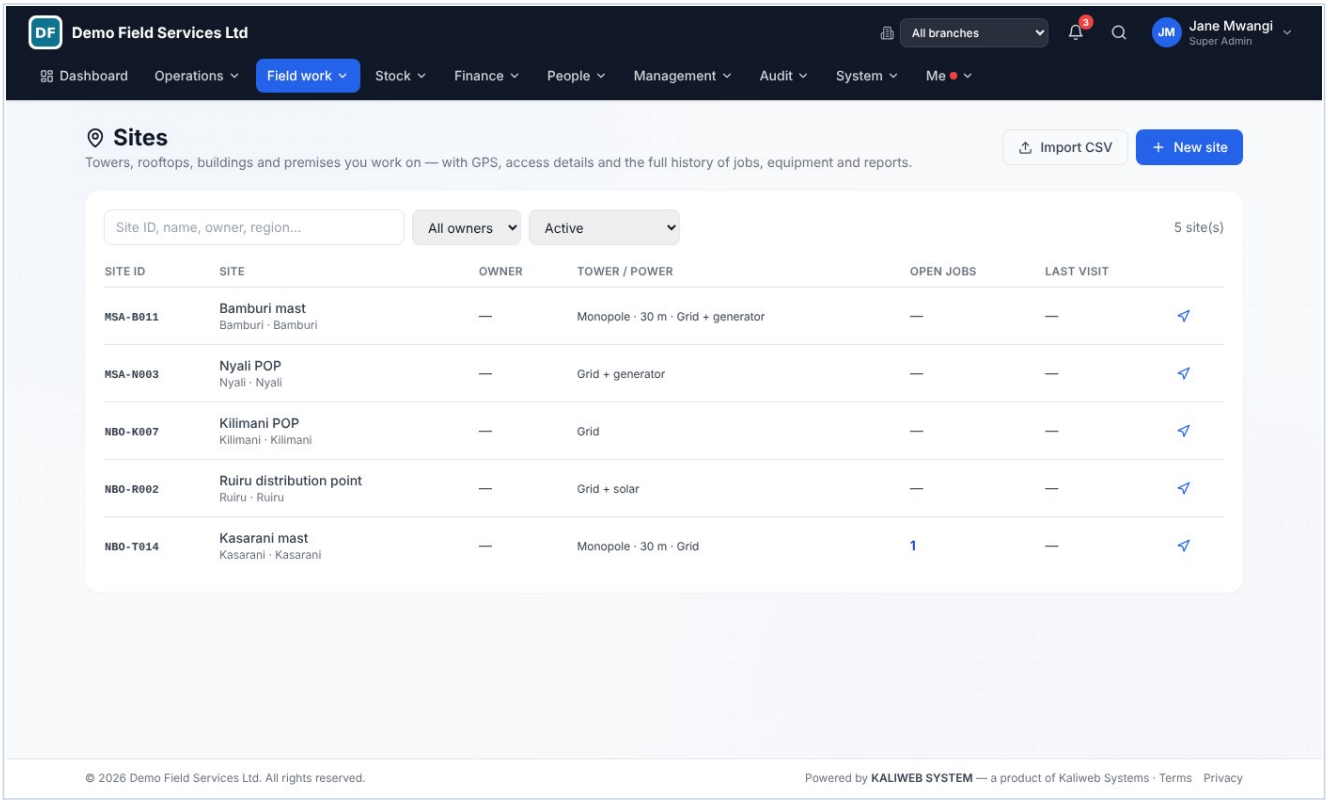
The customer follows the same job on their tracking page and can send a message to your team without calling.



What the customer sees.

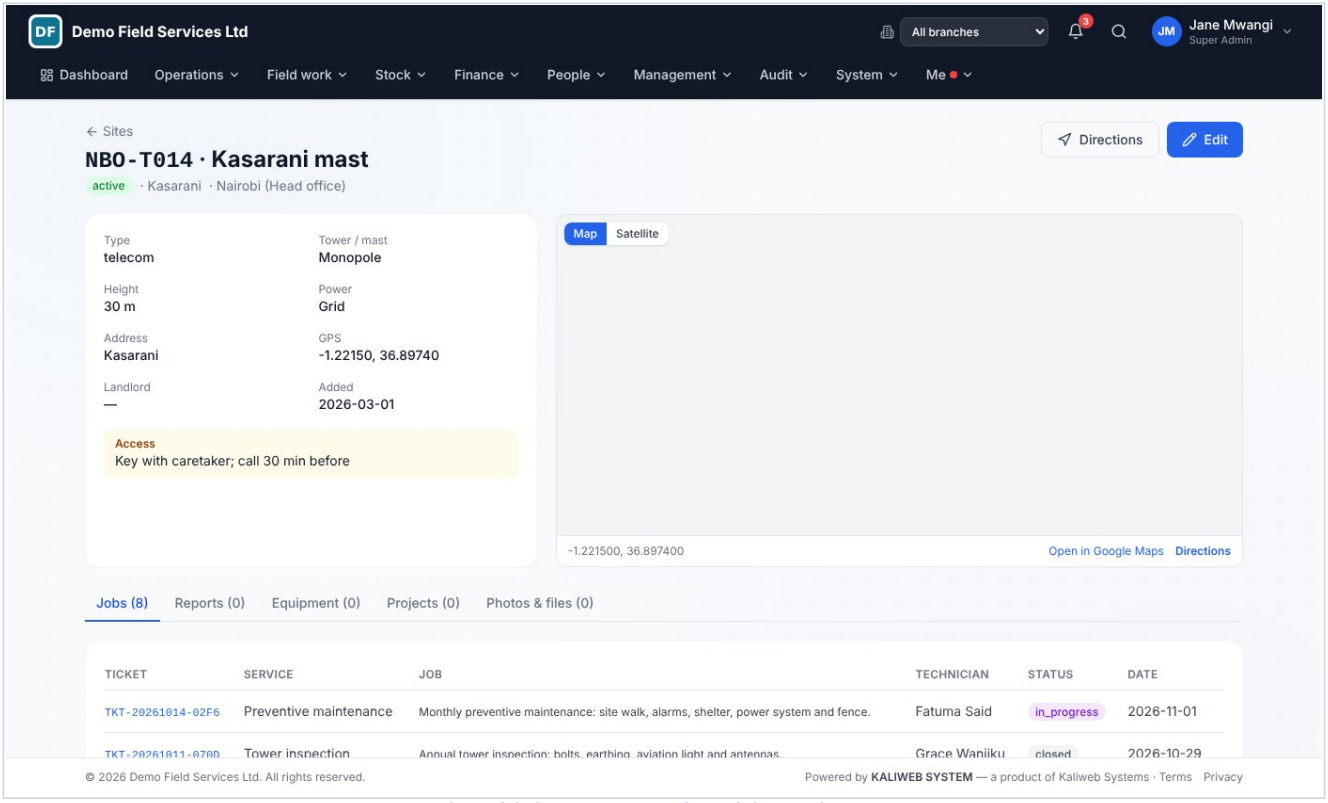
4. The sites register

Field work → Sites holds every tower and rooftop: **site ID**, owner or operator, GPS, tower type and height, power source, landlord and **access instructions**. Sites are imported from Excel or CSV.



The sites register.

Each site page shows the **map** (map or satellite), **Directions** for the engineer, and the full history: jobs, reports with failed checks, equipment, projects and photos. Standing at the site, **Use my location** captures its GPS.

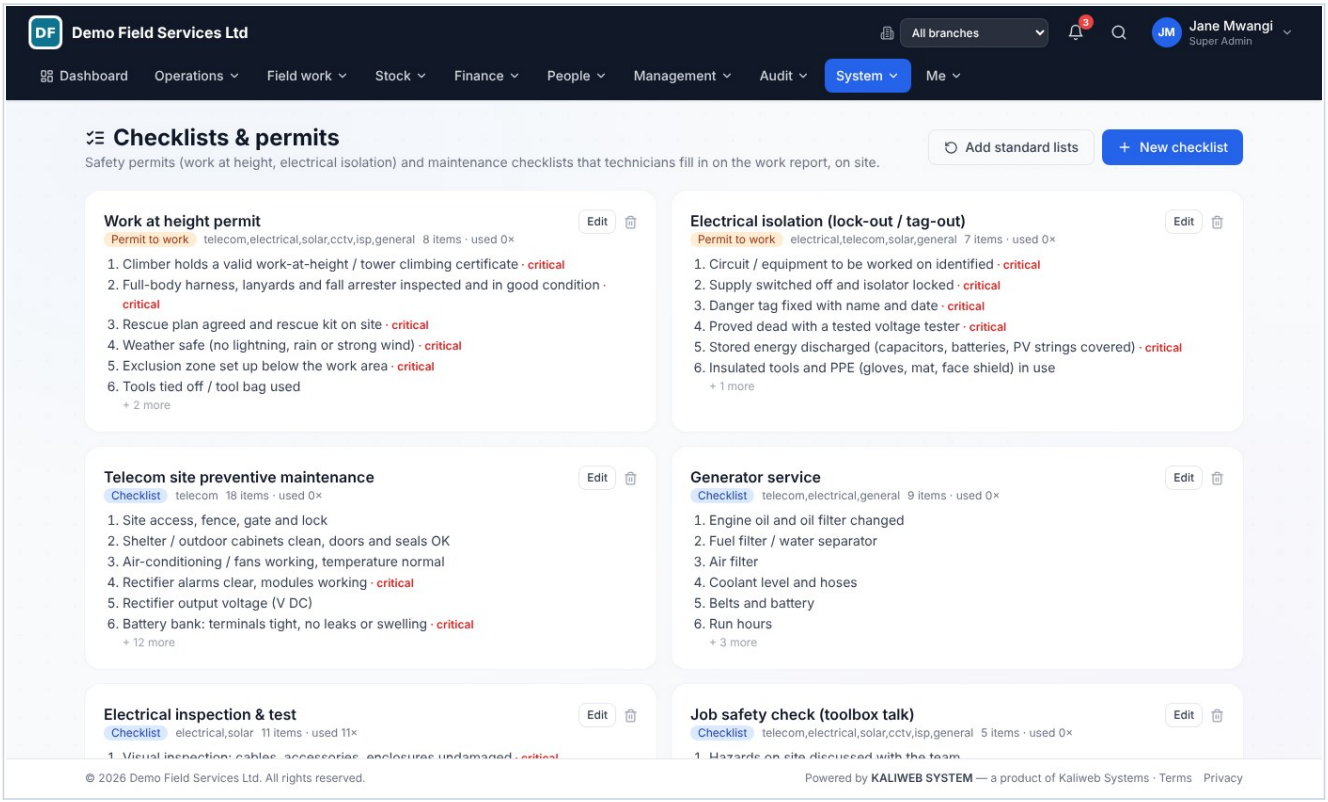


A site with its map, permits, visits and reports.

5. Preventive maintenance that plans itself

Create a **maintenance contract** for a client's sites with the visit schedule (monthly, quarterly…) and the visit team.

1. **Three days before each visit** the ticket is raised and assigned by itself.
2. At the site the engineer completes the **work-at-height** permit before climbing and the **electrical isolation** permit before power work.
3. The PM **checklist** is ticked item by item; failures are written up with photos; a **critical** failure alerts the regional supervisor at once.
4. Readings — DC voltage, battery health, generator hours, fuel — and the site photos go in the job report.
5. The supervisor reviews it; the report and certificate are ready to share with the client.



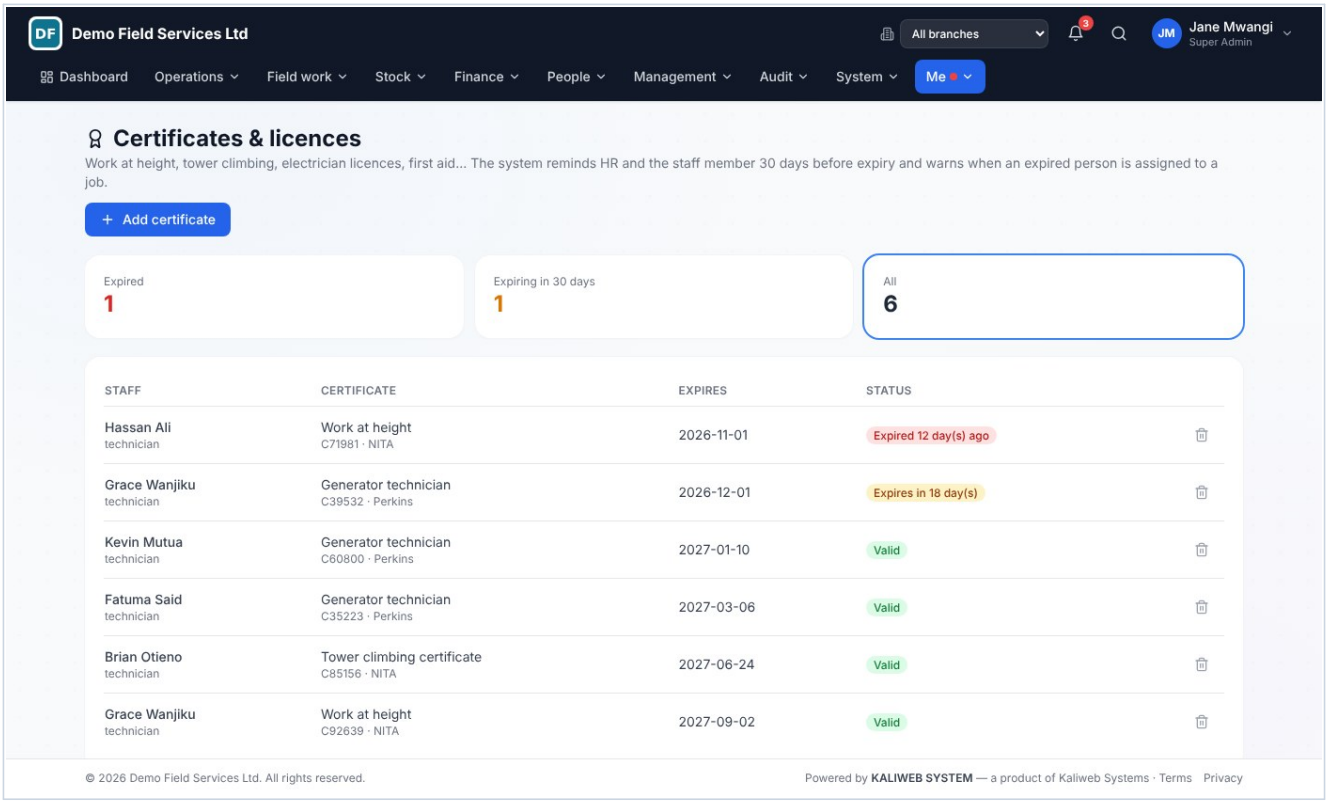
Checklists and permits.

6. Site power: the telecom power calculator

Field work → Designs → Telecom site power: enter the equipment on the site and the calculator gives the **-48 V load**, the **battery bank** for the backup hours you need, the **rectifier modules (N+1)**, the **generator** size, **diesel per month**, and the **solar** needed for a hybrid site. Fill the materials list and make the quotation or project from it.

7. Teams, regions and certificates

- **Regions** are branches: each with its own engineers, stock, jobs and results; head office sees all regions together.
- **Certificates** — work at height, tower climbing, rigging, first aid — are recorded per engineer with expiry dates. Reminders go out 30 days before; an engineer with an expired certificate is **flagged when assigned** to a job.



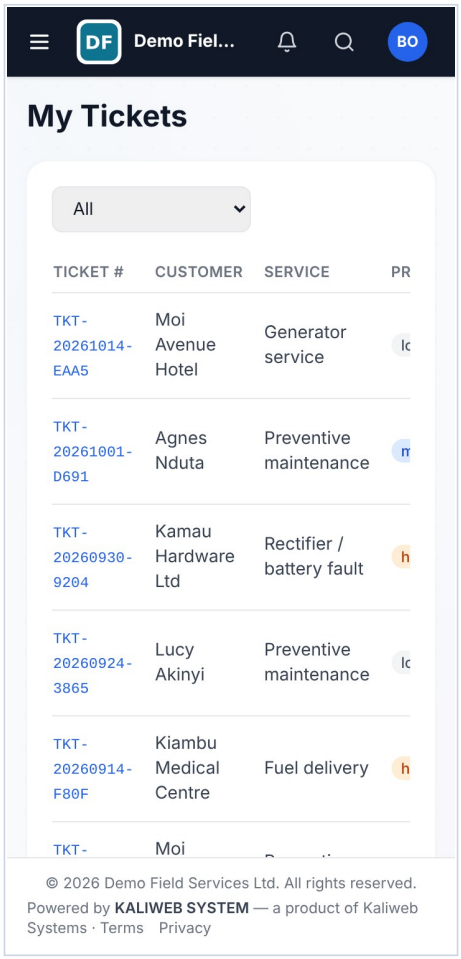
Certificates and licences.

TIP Before the month-end meeting with the client, export the visits and failed checks per site from Reports. The numbers are already there.

8. The technician's day

8.1 Jobs and attendance

On arrival the technician presses **Check in**; **My Tickets** shows only their jobs for the day, with the customer's phone, location and directions.

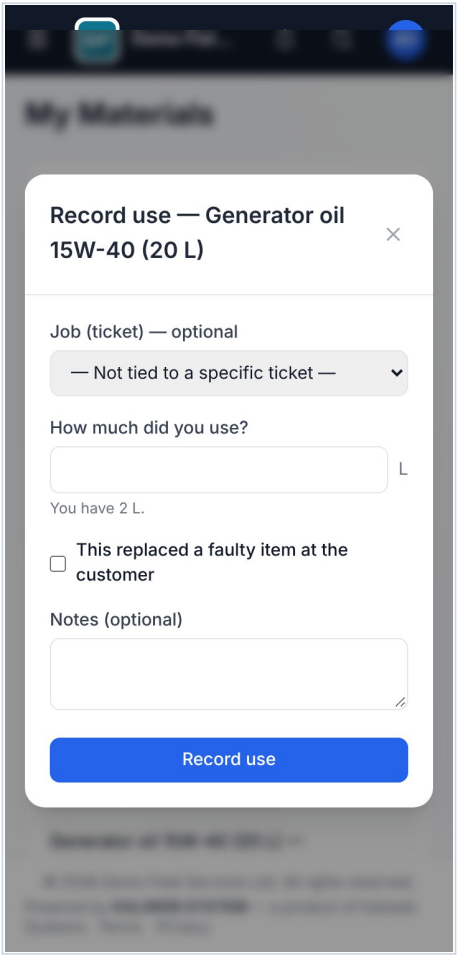


My tickets on a phone.

8.2 Materials

The store issues items to the technician; **My Materials** shows what they hold. After each job they press **Record use**:

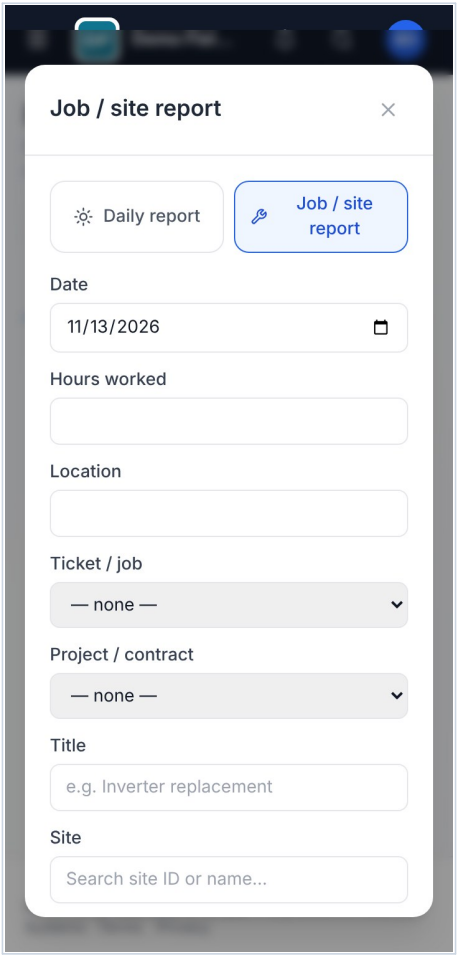
- Cable is recorded in metres; batteries and rectifier modules by serial number.
- Items with serial numbers (batteries, rectifier modules, generators) are scanned with the phone camera and recorded at that customer, with the installation date and warranty.
- A faulty item replaced at the customer is ticked as *replaced a faulty item* and must be handed in at the store.



Recording what was used on a job.

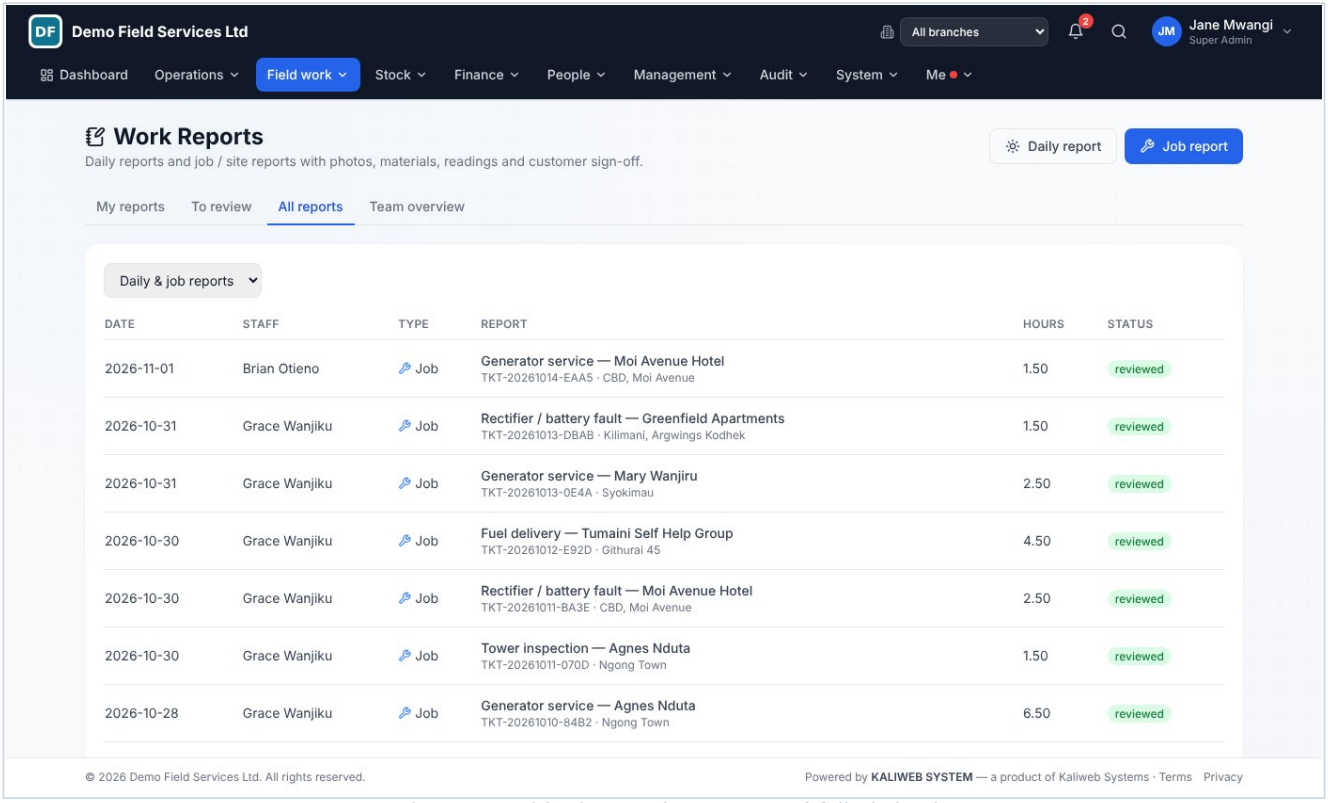
8.3 The job report

At the end of every visit the technician fills in the **job report** on the phone: work done, materials used, **readings (DC voltage, battery health, generator hours, fuel level)**, photos and the **customer's name and signature** on the screen. The **work-at-height** permit is completed before climbing and the **electrical isolation** permit before power work; every item must be answered.



A job report on a phone.

Supervisors review the report or return it with a comment. From an approved report you print a **completion / test certificate** on your letterhead with the readings, checklist results and signatures.



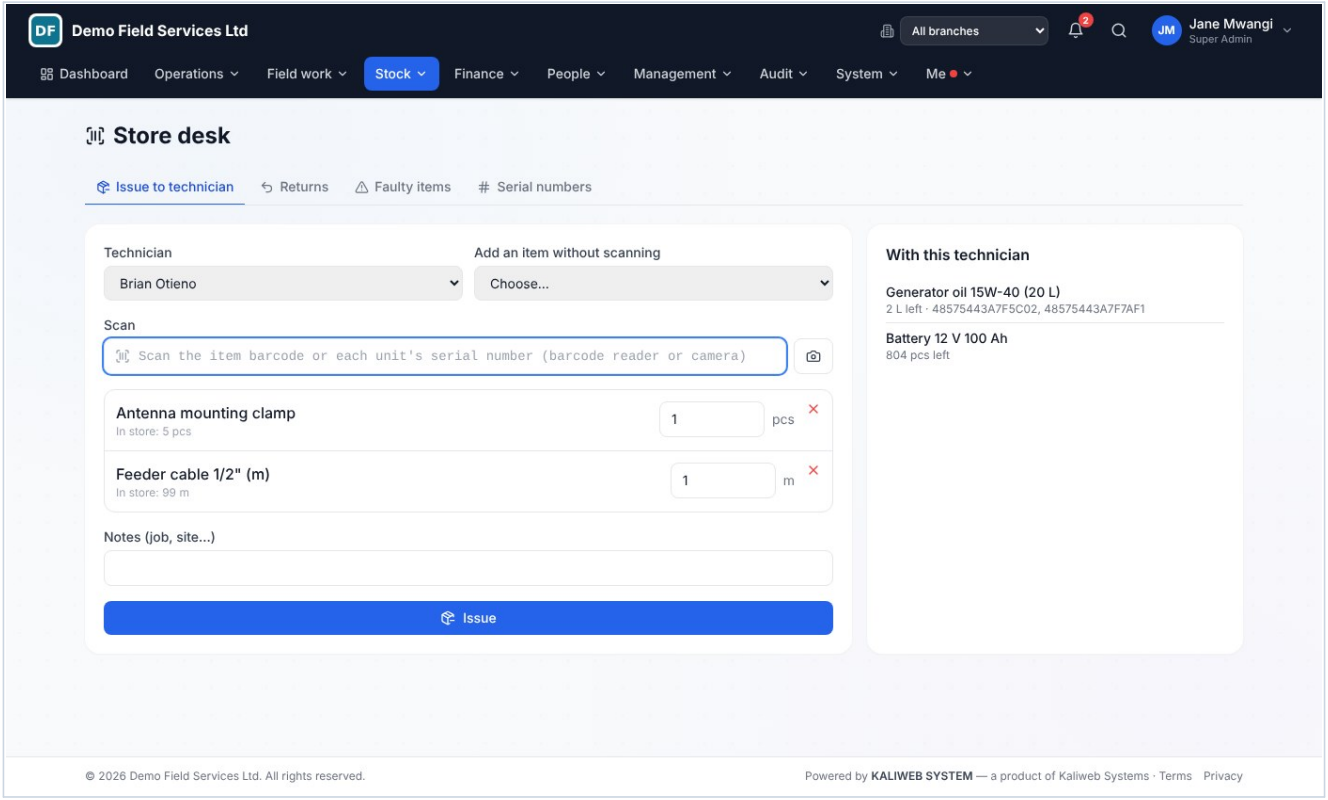
Work reports with photos, signatures and failed checks.

9. Stock: from the store to the customer

9.1 Items and the store desk

Stock → Accessories lists every item per branch with quantity and reorder level. Typical items: batteries, rectifier modules, breakers, cable, generator spares and filters, solar panels for hybrid sites.

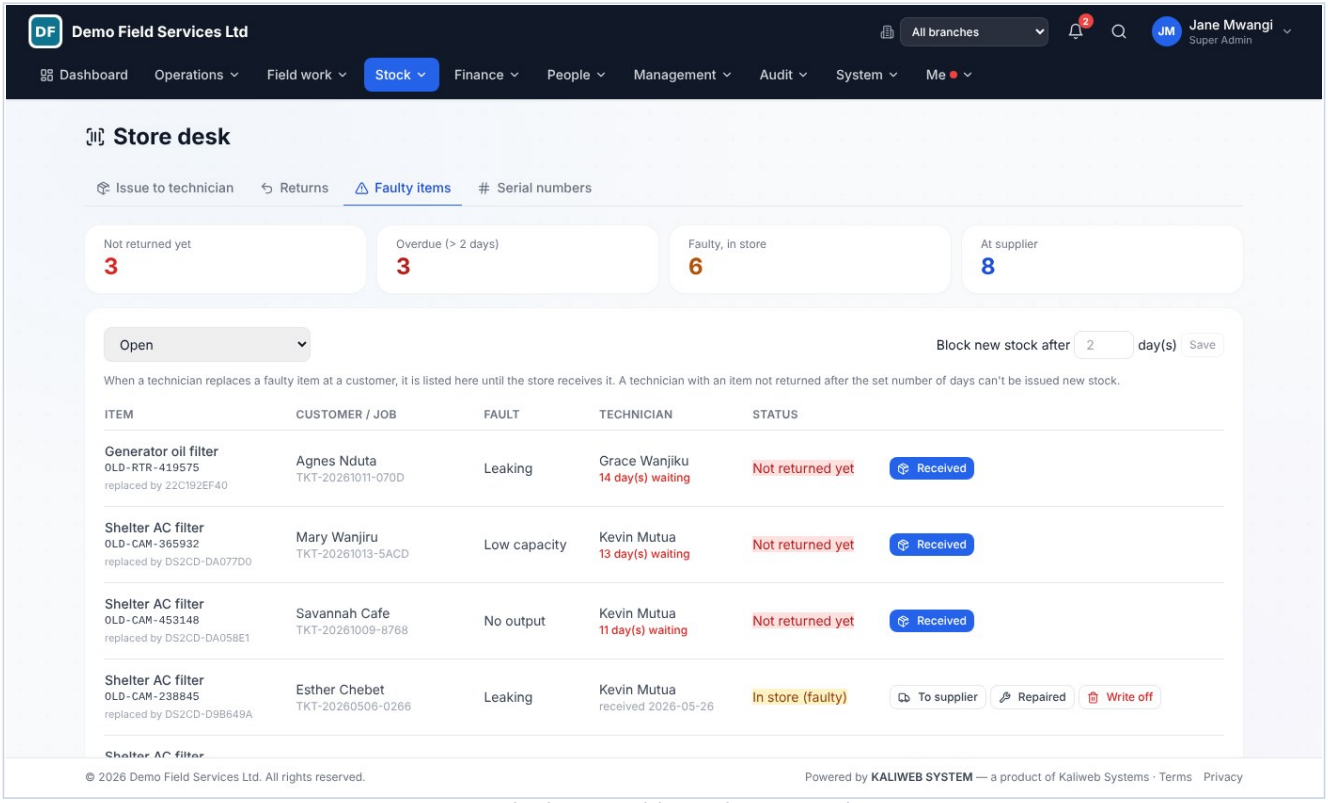
- **Cable** is kept in metres and issued by the roll or box; the technician records the metres used.
- **Serial-numbered items** are received, issued and returned by scanning, so you always know which unit is in the store, with which technician or at which customer.
- At the **store desk** the store keeper issues items to a technician by scanning; the screen shows what that technician already holds and any faulty item they still owe.



Issuing a roll of cable and a unit scanned by its serial number.

9.2 Buying and faulty items

- **Purchasing:** one click adds every low-stock item to a purchase order; a manager approves it (never the person who raised it); goods received are added at the average cost.
- **Faulty items:** every unit replaced at a customer is tracked until it is returned, sent to the supplier, repaired or written off. A technician who keeps a faulty unit too long can't take new stock.

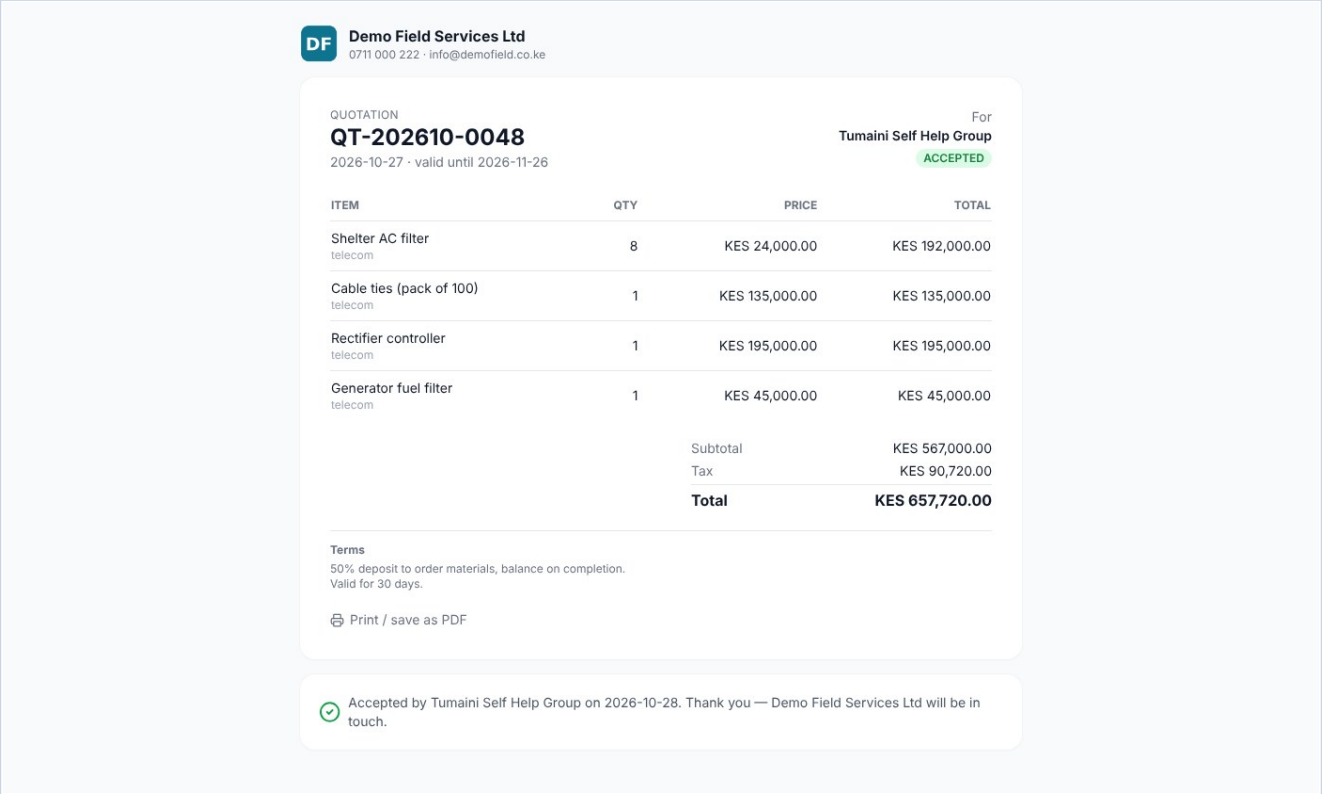


Faulty items waiting to be returned.

10. Getting paid

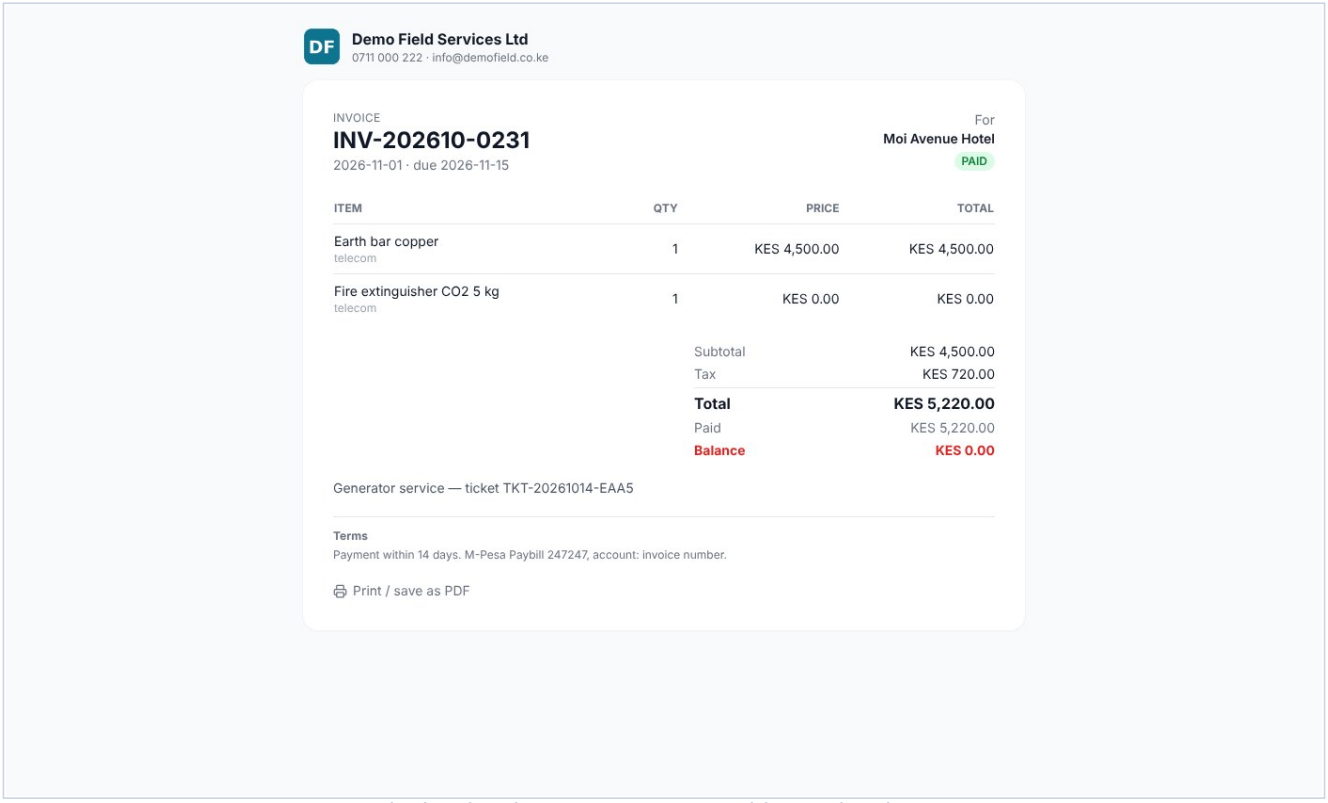
10.1 Quotations and invoices

Quotations and invoices are sent to the customer as an **SMS link**. Quotations and invoices are made per client and per site. The customer opens the quotation on their phone and **accepts it with their name and signature**; you are told when they open it and when they answer.



The customer accepts the quotation with a signature.

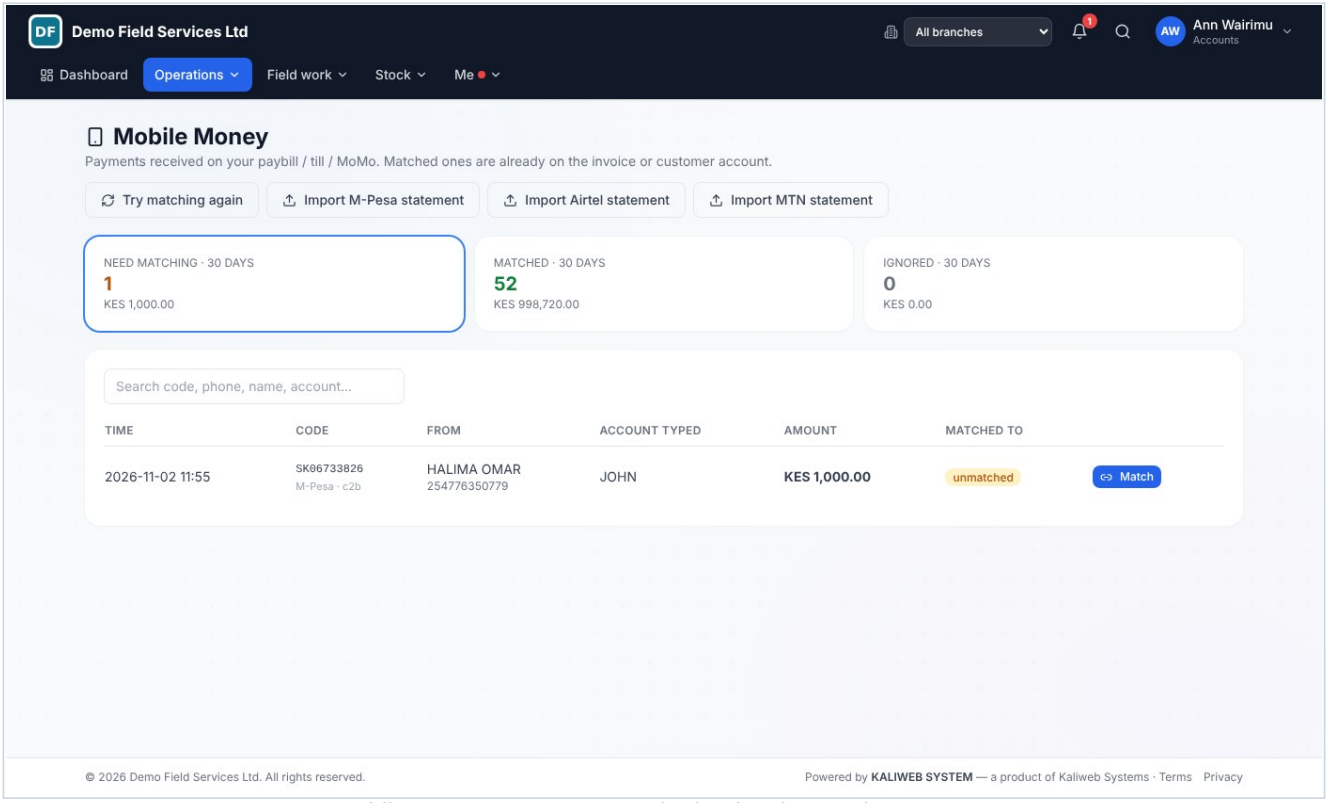
Invoices show *sent, partly paid, paid* or *overdue*. **Request via phone** sends an M-Pesa, MTN or Airtel request to the customer's phone: they enter their PIN and the invoice is marked paid.



The invoice the customer opens, with "Pay by phone".

10.2 Payments that match themselves

Client payments by bank are matched to the invoices by the invoice number. Payments to your paybill or till, and deposits in your bank, are matched to the right invoice or customer by themselves, and the customer receives a thank-you SMS. Anything the system can't match waits for one click under **Accounts → Mobile Money**.

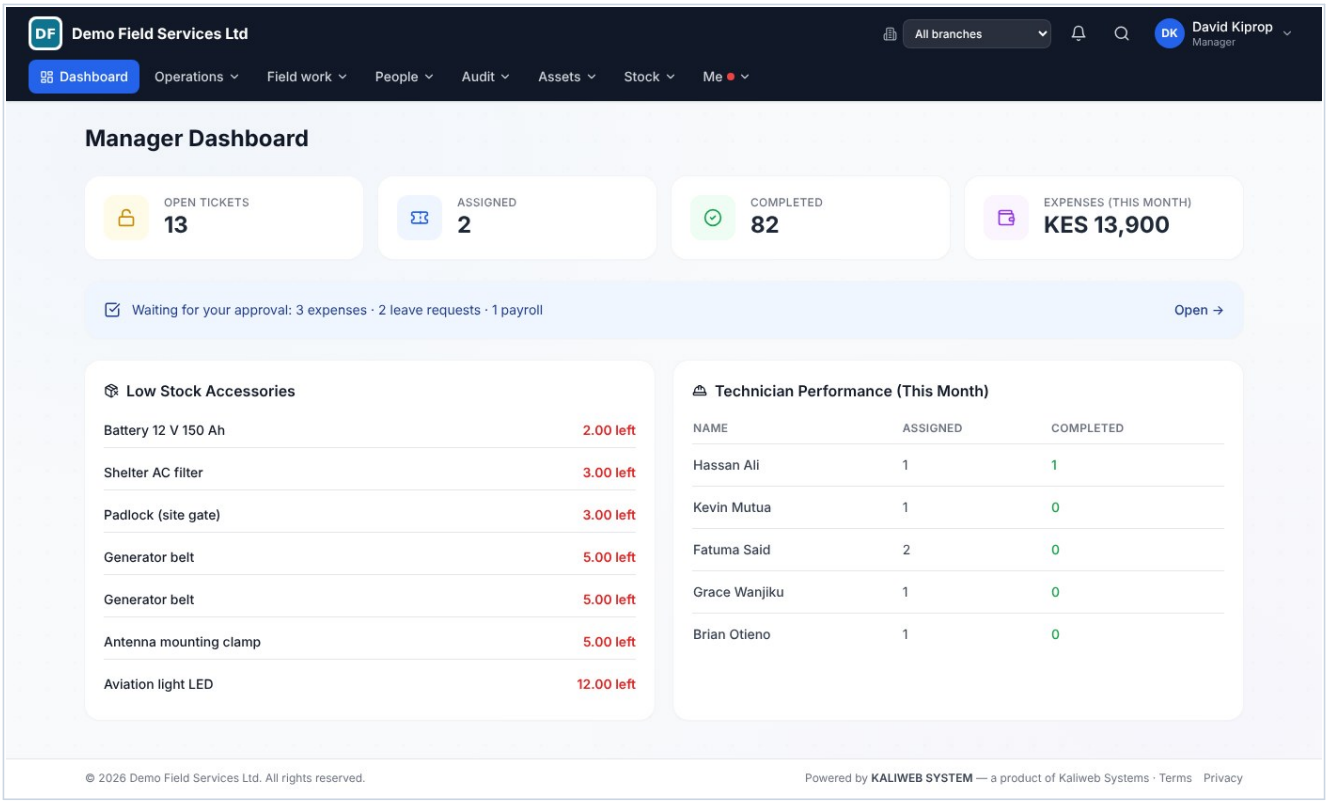


Mobile money payments matched to invoices and customers.

Every payment gets an official **receipt** on your letterhead, and expenses, salaries and supplier payments go through approval, so you always see what came in and what went out.

11. Knowing how the business is doing

- **Dashboards** for the manager, supervisor and accounts: open jobs, jobs waiting too long, today's money in, overdue invoices.
- **Reports:** revenue, expenses and profit, jobs per technician, time to complete, materials used per job, branch results — exported to Excel.
- **Performance and targets** per technician and team.
- **HR and payroll:** attendance, leave, certificates with reminders before they expire, and the monthly payroll with your country's taxes.
- **Per site and region:** visits done, failed checks, open faults, PM completed on time.



The manager's dashboard.

12. Questions telecom tower contractors ask

Question	Answer
Can we import our sites?	Yes, from Excel or CSV: site ID, owner, GPS, tower type, power source, landlord and access.
Can each region see only its own work?	Yes. Regions are branches with their own team, stock and results; head office sees everything.
Can we prove the permits were done?	Yes. Every permit is part of the job report with who answered it, when, and the photos.
Does the money go through Kaliweb?	No. Customers pay your own paybill, till and bank account. Kaliweb never holds your money.
Can we have it on our own server?	Yes. We host it for you (with nightly backups and updates done for you) or install it on your own server.
Is it in Kenya only?	It works in Kenya, Uganda and Tanzania, with the currency, phone numbers, taxes and mobile money of your country.

Next step: see it with your own jobs

Book a free demo: we show you the system with your kind of work, on your phone and laptop, in about 20 minutes.

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