Truck rolls cost approximately $200 per truck roll. Assuming thousands of truck rolls per month, OPEX savings can add up to over $20 million per year (based on moderate reduction in truck rolls).

In addition, truck rolls comprise a significant proportion of carbon emissions for many telco providers — often over 50% of scope 1 emissions — hence, based on a 10% target reduction in truck rolls, CSPs can reduce 5% of their scope 1 carbon footprint.
REDUCING COST AND CARBON FOOTPRINT BY PREDICTING AVOIDABLE TRUCK ROLLS

Using differentiated Snowflake and AWS services to predict avoidable truck rolls

- Truck rolls often comprise over 50% of scope 1 emissions for many telecom providers
- With Snowflake’s data pipeline, CSPs can target specific use cases to minimize truck rolls and reduce OPEX
- CSPs can analyze data in real time and provide care agents a binary option to either roll a truck or not
- Automated at the IVR level, the call never gets routed to the agent (another $8 per call savings)
- This provides positive outcomes for the company, the care agent and the customer

ABOUT SNOWFLAKE

Snowflake enables every organization to mobilize their data with Snowflake’s Data Cloud. Customers use the Data Cloud to unite siloed data, discover and securely share data, and execute diverse analytic workloads. Wherever data or users live, Snowflake delivers a single data experience that spans multiple clouds and geographies. Thousands of customers across many industries, including 543 of the 2022 Forbes Global 2000 (G2K) as of October 31, 2022, use Snowflake Data Cloud to power their businesses. Learn more at snowflake.com.

ABOUT AWS

In 2006, Amazon Web Services (AWS) began offering IT infrastructure services to businesses in the form of web services -- now commonly known as cloud computing. One of the key benefits of cloud computing is the opportunity to replace up-front capital infrastructure expenses with low variable costs that scale with your business. With the Cloud, businesses no longer need to plan for and procure servers and other IT infrastructure weeks or months in advance. Instead, they can instantly spin up hundreds or thousands of servers in minutes and deliver results faster.