

Rationalisation of Legacy Service Management systems to deliver Next Gen Service Assurance Platform for one of the largest telco

Challenges

- Non-customisable COTS platform associated with high licensing cost
- 16 service management instances
- Rising operational and maintenance cost due to manual intervention
- Longer product development timeframes
- Poor customer service due to weak fault handling capacity, higher cycle time. higher fall-out per fault ratio

Solution

- Consolidated 16 service management systems across 4 lines of business on cloud,
- 2 years unflustered transformation story
- A configurable fault orchestration system with an intuitive user interface
- AI based network prediction to identify outages 10 days in advance with 85% accuracy
- The new solution was rolled out to 10 geographic locations across UK with 700+ users across different lines of business

Value delivered

- 60% Improvement in operational efficiency
- £15.6 Million savings (Opensource framework helped save licensing cost)
- 95% “Right First Time” (Improved customer experience)
- 26% Reduction (Reduced average fault processing time)