

Modernized White Label Managed Services to handle order provisioning, customer support and billing for one of the leading telecom company

Challenges

- Inability to accommodate selling of 'white label' products such as voice, internet access, data services and applications & support service
- Disintegrated stack across product portfolio leading to poor customer and operations experience
- Longer delivery releases resulting in decreasing market share (9 months release cycle)
- Use of billing product catalogue across stack causing performance issues and high development cost
- Inability to take new products/services to the market faster

Solution

- Delivered a strategic solution to handle end-to-end business processes from order provisioning to customer service and billing across the operational support system (OSS) stack.
- Implemented full-fledged business solution with every process automated making self-driven system
- Multi-tenant and flexible architecture with 'Accelerated path' for simple price changes into the market driving faster product launches
- Enabled 360 view of customer with e2e view of process resulting in increased CHT

Value delivered

- **Cost savings of \$32M** improving accuracy in the invoicing of the customers and eliminating revenue leakage)
- **70% faster product launches** for new offers and services in a short timeframe leveraging the enhanced product modeler
- **30% higher operational efficiency** due to simplified and automated billing operations for B2B & B2C customers
- **95% Test Automation** reducing the test cycle time from 6 months to 2.5 months
- **Throughput increased by 4x**
- **ZERO P1/P2 defect for past 2 years**