**Benefits Realization Report**

**Project Name:** Telco Cloud Migration Project  
**Date:** [DD-MM-YYYY]  
**Prepared by:** [Benefits Manager / PMO]  
**Reviewed by:** [Project Board / Executive Sponsor]  
**Confidentiality:** Internal Use Only

**1. Purpose of the Report**

This report documents the extent to which the anticipated business benefits from the Telco Cloud Migration Project have been realized post-implementation and provides a basis for continued monitoring and future benefit optimization.

**2. Summary of Planned Benefits**

| **Benefit ID** | **Benefit Description** | **Owner** | **Baseline** | **Target** | **Measurement Method** |
| --- | --- | --- | --- | --- | --- |
| B1 | Reduced Operational Costs | CFO | $5M/year | $4M/year | Finance reports |
| B2 | Improved Service Provisioning Time | Head of IT Ops | 14 days | < 2 hours | Ticket resolution logs |
| B3 | Enhanced Uptime and Availability | NOC Manager | 98.9% | > 99.95% | Uptime monitoring tools |
| B4 | Improved Customer Satisfaction (NPS Increase) | Marketing Lead | NPS 35 | NPS 45 | Customer surveys |
| B5 | Increased Scalability for 5G and IoT Services | CTO | 1,000 endpoints | 10,000+ endpoints | Platform analytics |

**3. Benefits Realization Status**

| **Benefit ID** | **Planned Realization Date** | **Actual Date** | **Realization Status** | **Variance** | **Comment** |
| --- | --- | --- | --- | --- | --- |
| B1 | Month 3 Post Go-Live | Month 2 | Achieved | Ahead | Optimization exceeded targets |
| B2 | Go-Live | Go-Live | Achieved | On Track | Provisioning now instant via portal |
| B3 | Month 1 Post Go-Live | Month 2 | Partially Achieved | Slight Delay | Caused by initial config bugs |
| B4 | Month 6 Post Go-Live | Month 4 | In Progress | Early | NPS increased to 42 so far |
| B5 | Month 4 Post Go-Live | Month 4 | Achieved | On Track | Enabled via container auto-scaling |

**4. Benefits Performance Summary**

**Financial**

* **Targeted Cost Savings:** $1M annually
* **Actual Savings Realized (YTD):** $850K (Q2)
* **Tracking:** On course to hit annual savings

**Operational**

* Provisioning time reduced from 14 days to 2 hours
* Automation of repetitive tasks increased SLA adherence by 15%

**Technical**

* Uptime improved to 99.98%
* Successful scaling of cloud-native core (CNF) workloads
* Faster response and resolution times due to AI Ops integration

**Customer**

* NPS score rose from 35 to 42 within 4 months
* Churn reduced by 3% compared to same period last year

**5. Issues and Challenges**

| **Issue** | **Impact** | **Mitigation** |
| --- | --- | --- |
| Monitoring gaps in first month | Slight uptime underperformance | Enhanced alerting and DevOps coverage |
| Underutilized training for call center | Delayed benefits on CSAT | Refresher and e-learning rollout |

**6. Lessons for Future Benefits Tracking**

* Assign benefit owners **early** during planning phase
* Use **real-time dashboards** linked to KPI systems (e.g., Power BI, Grafana)
* Integrate benefits tracking into **monthly steering reviews**
* Automate measurement wherever possible (cost, uptime, NPS)

**7. Recommendations**

* Continue tracking benefits quarterly for the next 12 months
* Review new KPIs tied to **next-gen 5G workloads and edge computing**
* Institutionalize Cloud FinOps and Cost Governance reviews
* Conduct mid-year **benefits optimization workshop** with key stakeholders

**8. Appendices**

* Appendix A: Baseline KPIs & Targets
* Appendix B: Financial Savings Tracker
* Appendix C: NOC Uptime Dashboards
* Appendix D: Stakeholder Benefit Survey Results
* Appendix E: Original Business Case Summary