*Title: Case Study: Reducing Fibre Broadband Service Provisioning Turnaround for Residential Customers*

**Client Background:**

The client, a leading telecommunications company that provided fibre broadband services to residential customers had been facing a persistent challenge in their service provisioning turnaround time, which was adversely affecting customer satisfaction and hindering their competitive edge in the market. The client sought Dexterity Consult's expertise to analyze their existing processes, identify bottlenecks, and propose solutions to significantly reduce the turnaround time for fibre broadband service provisioning.

**Problem Statement:**

The client's fibre broadband service provisioning for residential customers was plagued by lengthy lead times, complex coordination among various teams, and redundant manual tasks. The existing process involved multiple touchpoints, resulting in delays and errors that impacted the overall customer experience. The client recognized the urgent need to optimize and streamline their provisioning process to enhance customer satisfaction, reduce operational costs, and gain a competitive advantage in the market.

**Methodology**:

Dexterity Consult initiated the project by conducting a comprehensive analysis of the client's existing fibre broadband service provisioning process. The methodology involved the following key steps:

1. Process Mapping: Dexterity Consult collaborated closely with the client's cross-functional teams to map out the end-to-end provisioning process, identifying all the stakeholders, touchpoints, and handoffs involved.

2. Bottleneck Identification: Through a combination of interviews, data analysis, and process observation, Dexterity Consult identified bottlenecks and inefficiencies in the existing process, including delays in documentation, manual data entry errors, and lack of clear communication channels.

3. Root Cause Analysis: Dexterity Consult conducted a detailed root cause analysis to understand the underlying reasons for the identified bottlenecks. This involved analyzing data, interviewing stakeholders, and studying industry best practices.

4. Solution Design: Based on the root cause analysis, Dexterity Consult designed a comprehensive solution framework to address the identified bottlenecks. This included streamlining workflows, automating manual tasks, implementing a centralized communication platform, and enhancing data accuracy through system integration.

5. Implementation: Dexterity Consult collaborated closely with the client's IT and operations teams to implement the proposed solutions. This involved configuring and customizing existing systems, training staff on the new processes, and conducting rigorous testing to ensure a smooth transition.

**Results and Benefits:**

The implementation of Dexterity Consult's solutions resulted in significant improvements in the client's fibre broadband service provisioning process. The key results and benefits achieved were as follows:

1. Reduced Turnaround Time: The overall turnaround time for fibre broadband service provisioning was reduced by 40%, resulting in faster service activation for residential customers.

2. Enhanced Customer Satisfaction: By minimizing delays and errors, the client witnessed a substantial improvement in customer satisfaction ratings. Customer complaints related to provisioning were reduced by 50%, leading to increased customer loyalty and retention.

3. Cost Savings: The optimized provisioning process led to a 25% reduction in operational costs. This was primarily achieved through automation of manual tasks, elimination of redundant activities, and improved resource utilization.

4. Streamlined Workflows: The new process design introduced streamlined workflows with clearly defined roles and responsibilities, reducing confusion and enhancing accountability among the client's teams.

5. Improved Data Accuracy: Through system integration and automation, the accuracy of data entered during provisioning increased significantly, reducing errors and subsequent rework.

**Conclusion:**

Dexterity Consult's collaboration with the client successfully addressed the challenge of reducing fibre broadband service provisioning turnaround for residential customers. By employing a systematic approach, the project achieved substantial improvements in turnaround time, customer satisfaction, cost savings, and operational efficiency. The optimized process, streamlined workflows, and enhanced data accuracy have positioned the client as a market leader in delivering superior fibre broadband services. With a significant reduction in provisioning time, the client can now offer faster and more reliable services to its customers, strengthening their competitive position in the telecommunications industry.