MOURI TECH®



Optimizing Telecom Processes: A Success Story in Automation and Efficiency

Client **Overview**

The client is a leading provider of wireless and landline communication services, operating primarily in North America, the Caribbean, and Latin America. Through its various subsidiaries, the client caters to specific regions and markets, offering comprehensive communication solutions to a diverse customer base.

Problem Statement

The client faced several critical business challenges that were impacting their operational efficiency and customer satisfaction:

- **Inefficient IT Service Management:** Prolonged customer onboarding processes were delaying time-to-market, impacting on the company's ability to quickly serve new customers.
- **Manual Service Order Handling:** Manual processing of service orders led to frequent errors and operational inefficiencies, reducing overall productivity.
- **Lack of Centralized Platform:** The absence of a centralized platform hindered effective management of trouble tickets, leading to delayed issue resolution.
- **Reactive Network Performance Management:** A reactive approach to network performance issues was causing potential service outages, affecting service reliability.
- **Fragmented Asset Management System:** The fragmented asset management system was impairing visibility and maintenance, leading to increased downtime and costs.

Solution

The scope of the engagement involved the implementation of a comprehensive IT services solution through a centralized service portal and work queue system. MOURI Tech designed a comprehensive digital transformation strategy and developed a roadmap to enhance customer experience, IT service management, risk, and compliance processes for the client. The solution encompassed several key components:

1. **ServiceNow Telecom Order Management (TSM) Module:**
   - Implemented the TSM module for end-to-end automation, streamlining customer onboarding processes. This ensured swift activation of services, significantly reducing errors and improving operational efficiency.
2. **Centralized Service Management Platform:**
   - Developed a centralized service management platform that integrated Telecom operations support systems (OSS) for proactive network performance management. This platform enabled quick identification and resolution of issues, minimizing downtime and enhancing service reliability.
3. **IT Service Management (ITSM) Implementation:**
   - Implemented all ITSM modules, including Incident Management, Change Management, Problem Management, Knowledge Management, and Service Catalog. This comprehensive approach facilitated efficient management of IT services and improved response times.
   - Developed and managed an Asset and Configuration Database (CMDB) to maintain accurate records of all IT assets and their configurations.
4. **Governance, Risk, and Compliance (GRC):**
   - Integrated robust GRC processes to ensure that all operations adhered to regulatory standards and minimized risk exposure. This included monitoring, managing, and reporting on compliance across the organization.
5. **Integration for Automation:**
   - Enabled seamless integration between monitoring, security, and CRM platforms using Midserver and Direct Web Services. This automation reduced manual intervention, ensuring real-time data synchronization and enhancing overall operational efficiency.
6. **IT Asset Management (ITAM):**
   - Implemented Asset and Procurement management to improve visibility and maintenance of assets.

Business Outcomes:

The implementation of MOURI Tech's comprehensive digital transformation strategy brought about significant improvements across multiple facets of the client's operations. Through the adoption of advanced technologies and automation, the client experienced notable enhancements in efficiency, productivity, and customer satisfaction. The following key business outcomes were achieved:

- **Reduced Customer Onboarding Time:** The implementation of automated processes resulted in swift and seamless activation, significantly reducing the time required for customer onboarding.
- **Increased Fulfillment Productivity:** Automated service order fulfillment minimized errors and enhanced productivity, allowing the client to efficiently manage a higher volume of service orders.
- **Improved IT Service Management Efficiency:** The comprehensive ITSM implementation led to more efficient management of IT services, reducing the mean time to restoration (MTTR) for IT issues and enhancing overall service reliability.
- **Enhanced Risk Management:** Integration with the Configuration Management Database (CMDB) improved risk management processes by providing accurate, real-time data, allowing for better compliance and risk mitigation.
- **Streamlined Asset Management:** The centralized asset management system ensured proper tracking and maintenance of company assets, reducing downtime and optimizing asset utilization.

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