

CASE STUDY

Telecom Major Enhances Service Availability and Customer Response Time by 300%

About the Client

Client is a global telecommunications' services company based in India. The client provides GSM, 3G and 4G LTE mobile services, fixed line broadband and voice services depending upon the country of operation.

- They operate in 18 countries across South Asia, Africa, and the Channel Islands.
- It is the largest mobile network operator in India.
- The third largest in the world with 325 million subscribers.

Their Challenges

The client was looking for a robust, reliable and intelligent Automation solution which could help curb following challenges:

The client has 22 circles PAN India. Every day a request of around 50 - 200 new or additional applications comes from each circle. Each Circle has a 5-member team performing the mundane task of copying the data from an excel sheet to the WPC portal.

■ SCENARIO 1) NEW APPLICATION (FULL SITING)

A new application request comes and a fresh form is being filled using the excel sheet. Once the form is filled, a SACFA ID is generated which is copied back in the excel sheet. The final submitted hard copy of the form is then sent for approval.

■ SCENARIO 2) ADDITIONAL APPLICATION (ADDITIONAL SITING)

A request for addition comes in existing application. The same procedure as in scenario 1 is being followed however the only change is since it is an existing application it has additional field of SACFA ID which is already available for the existing application.

As these processes are manually done, customer faces the following challenges:

- The manual operations lead to delay in executions as well as human errors.
- Financial losses in case the application forms gets rejected due to manual and operational errors.
- Lot of dependencies on human resources as they are primary execution points for the processes.
- Security challenge - Threat of login credentials being misused or confidential information being shared.
- Validation of excel sheet (as some fields are static, some cells have defined range and have threshold values etc.)
- No centralized view and management.
- Issues faced due to WPC website downtime.
- High cost involvement with respect to training, manpower and operational overheads.

Application Environment

- Login to the WPC portal using username and password.
- Dropdowns selection are made as per the referenced excel sheet.



- Information fetched from excel sheet is copied and pasted in the WPC portal for both types of scenarios,

Full sitting (a new application)

Additional siting (addition in an existing application)

- The screen may have pop up screens as well to populate.
- The form once filled completely and saved and submitted it generates a SCAFA ID along with the nearest airport name and distance from the WPC portal. This needs to be copied to the excel sheet in a designated column.
- User does the validation checks on excel sheet as per the information provided by the team.
- Checking WPC portal after 5 days for the status of submission of the application forms.
- Generation of Periodic Reports (daily/ weekly/ monthly) using Spread sheets.

Our Solution

- Av3ar server is installed and configured on the client's private cloud
- Av3ar server interacts with RSA agent on port number 7222
- There is a workflow defined in Av3ar for automation and parallel processing of tasks
- Av3ar will send alert and notification in case of any disruption in any of the pre /post WPC Portal form filling activity

Uniqueness Of The Deployed Solution

- Centralized operation which can run 24x7 if needed with minimum infrastructure.
- Automation of 22 circles - SACFA submission divided into 4 Hubs.
- No human intervention required for SACFA submission.
- Validation of records by Av3ar Server to avoid data entry errors.
- Av3ar notifies the exceptions/ rejections on wrong input files from circles.
- Av3ar notifies designated recipients on process success/ failures.
- Monitoring of application status and notifications.
- Consolidated reports can be generated with date range.
- Annexure compilation is automated with earmarking and covering letter.
- Printing of completed submissions with requirement documents automated.

Results And Benefits To Business

- 24x7 Service Request monitoring and response to customer with Virtual Av3ars in desktops (Continuous tireless operation with high level of Accuracy, Agility and Scalability)
- Optimization of the operations in terms of improved efficiency and increased productivity in their circles.
- Reduced dependency on human resources thereby curbing operational / manual errors.
- Reduced manpower cost for approximately 110 human resources across 22 circles.
- Reduced financial losses to the overall business.
- By automating the eMail Support Services, overall TCO can be brought down and Rolcan.

Keymetrics

300% IMPROVEMENT IN SERVICE AVAILABILITY AND CUSTOMER RESPONSE TIME

4% GAIN IN FINANCIAL SAVINGS FROM ELIMINATION OF HUMAN ERRORS

80% REDUCTION IN MANPOWER COST FOR APPROX 110 HUMAN RESOURCES



READY FOR YOUR OWN SUCCESS STORY?

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

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