



RPA & BOTS

Solving the biggest challenge of telecom, customer service provisioning by efficiently handling the data through early detection and correction of order failures.



The biggest problem for a CSP is fulfilling orders on time and provide cost-effective customer services. The major challenge of CSP in achieving the order fulfillment is Order fallout. There should be an efficient order management system for the successful completion of customer orders and to reduce the Order completion time. Infinite has provided a solution through a smart platform with RPA to resolve fallout issues and reduce order completion time with reduced customer churn, enhances satisfaction, and improves the customer experience. The solution was establishing appropriate checkpoints, control mechanisms, and efficient processes in the system, which minimizes the order failures / order completion duration. The efficient solution ensures that order failures are detected and corrected early for prompt provisioning of customer service.



CUSTOMER

American multinational telecommunications conglomerate



INDUSTRY

Telecom



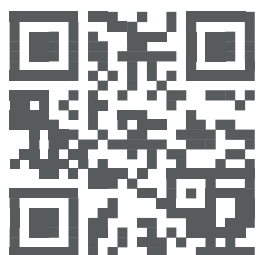
SERVICES & TECHNOLOGY

Automation anywhere, Restful API, Microservices and Springboot, Oracle DB, HTML, CSS, Angular 5, Type Script, Redhat Enterprise Linux



GEO SUPPORT

United States



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Average E2E business
Order completion
time reduced from
30 days to 10 days



BUSINESS Challenge

Service qualification for new orders was challenging due to order fallout and it required multiple services fulfillment data retrieved from various systems.

The data fetching from multiple systems and syncing data was causing delays. The majority of the failures were due to these data mismatches.

E2E order completion was a challenging and tedious task. Completion duration was always longer than expected due to multiple interfacing systems.

Multiple vendor-centric elements management system further caused activation challenges for turning up customer circuits.

Planning and installing new engineering equipment was a long process as multiple levels of approvals were required where follow-ups were manual.

Higher turnaround time caused the loss of business as customer services needed to be quick.

INFINITE Solution

Infinite's smart provisioning platform services & RPA implementation helped reduced-order completion time.

Automated service qualification verification based on data collected by BOTs and highly configurable rules using RPA.

Allows extraction and compilation of data from multiple systems and fields.

Seamless integration of all relevant data sources, systems and formats.

Real-time monitoring from order creation to order completion and system performances throughout the order workflow.

Bot fetches service qualification data through the back end while order creation and reports data mismatch instantly.

Bot verifies for similar orders and location data also for the data correctness.

Bot suggests multiple data transfers based on the circuit mileage.

Bot notifies new inventory requirements based on the consumption trends, depending on order type and location data.

Bot speeds up the new equipment installation process by sending periodic notification and auto allocation of the task to the next level person/group.

Bot corrects order workflow/Order fallouts for bulk orders or sends immediate notification to person/group for manual intervention.

VALUE Delivered

Order completion turnaround time went from 30 days to 10 days.

Proactively eliminating order fallout.

Reduce turnaround and increase efficiency with order Processing.

Integration between provisioning platform and inventory system.

Reliable mechanism using robots and consistent entry through the network management application.

+ADVANTAGE INFINITE

With 10,000+ employees working at 20+ global locations, we at Infinite deliver a seamless digital transformation to our 165+ Fortune 500 customers. With over two decades of hands-on experience in cutting edge technologies and platforms, we have assisted our clientele from various industries, including Telecom, Hi-Tech, Healthcare, Media & Entertainment, BFSI, Retail, Public Sector, Travel and Transport, and Government; to optimize, modernize, and scale their technology landscape, which succeeded them to become the forerunners in the arena of technology unification and autonomy. Our core service offerings include Business Transformation, Digitalization, Application Development Management Services, Quality Engineering and Assurance, Product/Platform Engineering, and Infrastructure services.

Get in touch with us:
hello@infinite.com | www.infinite.com