

Transforming Carrier Management with Automation for US Based Large Telecom Enterprise

Key Challenges



- High volume: Processing over 116,000 carrier emails annually.
- Manual workload: 6,600 hours of manual effort spent per year.
- Inaccuracy: Frequent email format changes caused automation errors.
- Inefficiency: Lack of differentiation between critical notifications and routine requests.

Business Solution



- > Reduced costs and minimized risks by unifying teams and processes.
- > Saved time through intelligent automation.
- > Improved CSAT with faster responses.
- > Scalable cloud-based architecture on AWS with modular design.
- > Direct carrier integration for streamlined communication.

Business Impact



30%

Reduction in TCO and maintenance

42%

of automated requests

85%

faster processing time



Request the Full Story



Request a Demo

