

US based communication and technology provider modernizes legacy service assurance change management system to reduce costs and improve customer experience

When modernizing legacy systems, it is imperative that enhancements and system upgrades are well thought through with meticulous planning to avoid overruns and costly delays. Selecting the right partner is key to making systems modernization a success to help client meet their business objectives.

The Big Picture

To ensure better Service Assurance, Telcos are transforming by unshackling from siloed functions through tighter integration between various internal functions for smoother operations between upstream and downstream systems. Client was looking to modernize its Service Assurance Change Management system leading in the lead up to Wireless pilot launch.

Business Problem

The client is a leading US based wireless & wireline communications service and technology provider and a global leader in 5G technologies. The company offers voice, data and video services and solutions on its leading edge networks and platforms, delivering on customers' demand for mobility, reliable network connectivity, security and control.

Client's Service Assurance Change Management program was running 6 months behind schedule and the incumbent vendor was behind schedule for delivering features committed for Wireless pre-pilot and pilot launch. No clear documentation or requirements documented for Wireline migration.

Key Challenges

IT and Business stakeholders were concerned with:

- High number of code defects.
- Breakdown of key functions after each deployment.

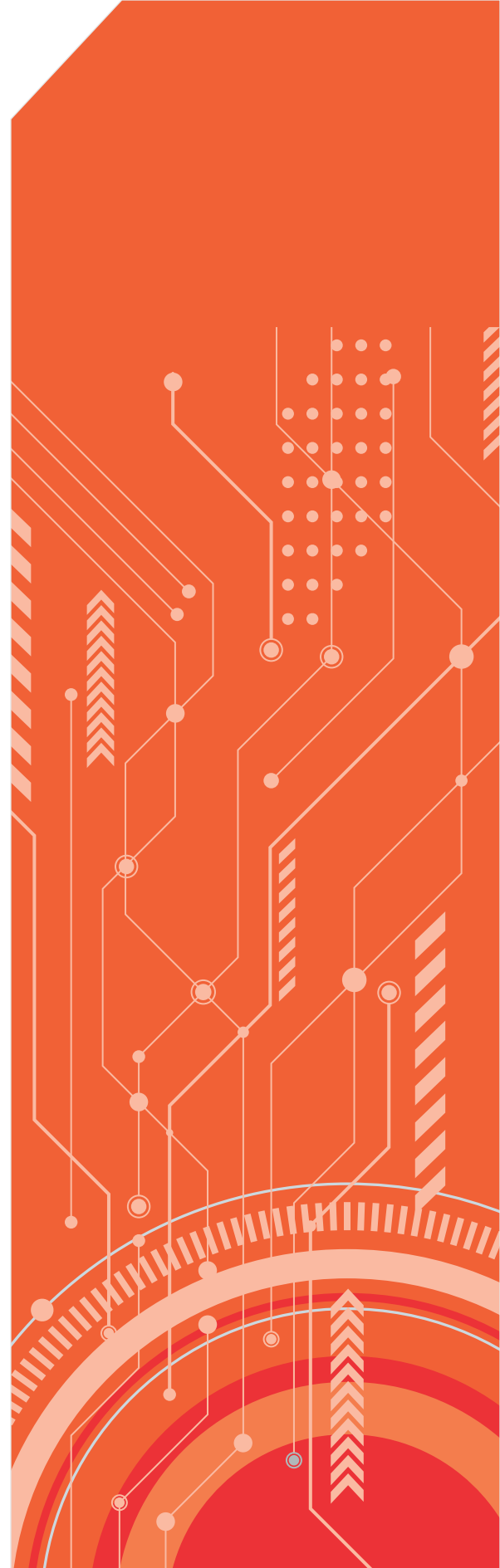
Our Solution

Detailed assessment of the situation, and key implementation highlights:

- Performed detailed analysis on scope and effort required for wireless Pilot and Production launch milestone.
- Setup 6 scrum teams based on global delivery with 20:80 on-off ratio for program execution to develop missing features, fix issues and close architecture gaps.
- Functional gaps identified and resolved adding up to 100s of bugs, regression issues.
- Technical gaps identified and fixed missing documentation, unstable UAT environment, performance issues.
- Process gaps identified and fixed that included 49 pending sprints over 2 yrs backlog, cluttered Kanban boards.

Business Impact

- Reduced exposure to risk through EoSL for prevailing legacy DB.
- Amazon Relational Database (Amazon RDS) service was easy to set up, operationalised and scaled up on Cloud, thus saving time by up to 30% than next alternate method.



About Incedo

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Iselin

170 Wood Avenue South,
Iselin, New Jersey 08830
Phone: +1 732 276 1555

Santa Clara

2880 Lakeside Drive #237,
Santa Clara, CA, 95054
Phone: +1 408 531 6040



Email us

inquiries@incedoinc.com