

Leading communication and technology provider integrates network and business without disruption in service, post acquisition of telco provider

Telcos are witnessing consolidation, with M&A being the order of the day. Any acquisition involves integration challenges that can be overcome with effective management post M&A. Client was looking for a competent network and business integration partner to help with their acquisition of another telco.

The Big Picture

Telcos’ strategies to monetize data depend in large part on their network capacity and geographical reach to handle exponential rise in customer data traffic. Consolidation through M&A turns out as the best approach to expand both on capacity and reach in short time with better possibility of ROI, considering every Telco is resource constrained and any new infrastructure build out is highly capital intensive.

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.

Our client had acquired another telco as part of its portfolio expansion. Business issues were those pertaining to post acquisition integration and client was looking to enhance its products with the acquired telco’s features and migrate the added assets, network configuration, data and customer profiles with client’s systems.

Key Challenges

- Bring cost efficiencies by enhancing client's products on par with the acquired telco.
- Introduce process efficiencies in migrating the acquired telco's network and product/services support from the acquired telco standard to client standard.
- Consolidation of network and customer data with client data.

Our Solution

- **Network Migration:** Converted network & customer data from the acquired telco to client format.
- **Customer profile migration:** Sync. data across all of client's logical systems, and meet data standard for migration to integrate the acquired telco's orders into client's systems.
- **Process Integration:** For all products, integrate the acquired telco process to order and provisioning with client systems.
- **Logical device provisioning:** Inventory and capacity auto-discovery/ auto-populate the acquired telco devices. Install, and activate switches in the network.

Business Impact

- Helped client with post acquisition challenges both in terms time and cost by up to 30% to migrate & integrate the acquired telco network elements with its own network.
- Put in place an ordering pipeline for new customers of the acquired telco through client systems and ensured continued revenue stream for client.
- Enhancements to client's products to enable migration of the acquired telco's network and users without any disruption in service.



About Incedo

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