

Leading Communications Provider Implements & Operates Key Programs in Application Re-Engineering, Legacy Systems Modernization & Digital Transformation to Accelerate 5G Rollout and Monetization

The Big Picture

In the race to harness the benefits of 5G, Telecoms are looking to realise its true potential and accelerating their digital transformation. Communication service providers have to deal with multiple challenges to address the rapid change in user sophistication and customer demands while also having to manage aging & old applications and legacy systems needing modernization. The client, world's leading provider of technology, communications, information and entertainment products, and services was facing similar challenges. It had multiple programs that impacted its business outcomes. The client sought a reliable partner who would not just execute its digital programs but also be focused on its business outcomes with a mix of cross functional capabilities.

The Problem

Right scaled hybrid onshore-offshore delivery model, ability to scale up and to provide nimble and agile execution. The client was looking for a vendor with the ability to Program Manage the client's product development roadmap and build deep knowledge of 5G iEN product portfolio. The client was also looking to manage the application evolution of provisioning & inventory management, fieldOps and service assurance systems. The client needed help to accelerate its 5G rollout and reduce end user pain by resolving customer escalations.

Our Solutions

Incedo entered into a strategic partnership with the client to drive innovation. Incedo leveraged from its experience of handling multidisciplinary and cross functional programs with its end to end capabilities. Managed the client's product development roadmap end to end as well as the 5G rollout in build and operate stages.

Build

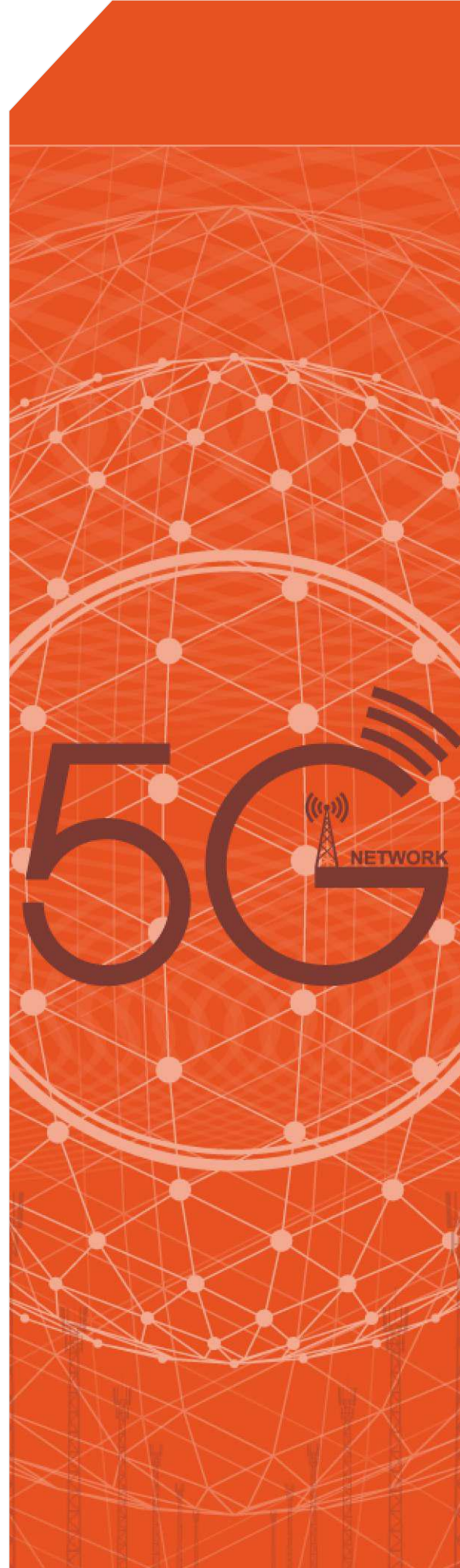
Incedo collaborated with client in developing into a competence CoE to drive innovation. As part of Build-Operate, dedicated teams were set up onshore in US & offshore in Chennai. Peak team strength grew from 70+ to 300+. Incedo conducted structured knowledge acquisition sessions with onshore teams.

Operate

For the Application Re-engineering requirements, Incedo implemented 5G acceleration to support new devices and circuits in intelligent edge networks. As part of the modernization aspects – Incedo conducted Application/Platform/Data migration, legacy DB to modern DB adaptation, and fixed security vulnerabilities. Incedo helped accelerate the client's Digital Transformation journey & help build a new-age digital business its leveraging Analytics & Digital capabilities and experience.

Application Re-engineering & Legacy Systems Modernization

- Core engineering services partner to client at Scale (Speed + Quality of Delivery)
- Continued Engineering Services around various Platform Modernization & Migration
- Execution of Digital Transformation Initiatives (Development + Integration + UI/UX)



Digital Transformation Partner

- Accelerate Digital Transformation Journey & help build New Age Digital Business
- Create Cross-functional collaboration between Business, Analytics (AI/ML), Technology & Operations, End-to-End Accountability from Diagnostic, Strategy, Solutioning, Implementation & Change Management Preferred Partner for Offshore Delivery
- Deliver Key Ongoing Engineering Projects from Offshore

Preferred Partner for Offshore Delivery

- Expand engineering support for client to other Offshore projects
- Jointly Partner with client on executing the Digital Transformation Program
- Collaboration with client for developing into a Competence Centre of Excellence in partnership model.

The Impact

- Cost Optimization and Reduction by engineering resource optimization, superior engineering delivery and engineering depth.
- Revenue Enhancement & Monetization through increased product innovation velocity, changing the Channel Mix and establishing an analytics and data driven enterprise - Digital & Analytics CoE with AI / ML capability
- Improved operations efficiency by virtue of Scale and Speed of Delivery



About Incedo

Incedo is a digital transformation expert empowering companies to realize sustainable business impact from their digital investments. Our integrated services and platforms that connect strategy and execution, are built on the foundation of Design, AI, Data, and strong engineering capabilities blended with our deep domain expertise from digital natives.

With over 3,000 professionals in the US, Canada, Latin America, and India and a large, diverse portfolio of long term, Fortune 500 and fast-growing clients worldwide, we work across financial services, telecom, product engineering, and life sciences industries. Visit our website to learn more about how we help clients transform today :www.incedoinc.com



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