



Top 5 telco in the US modernizes platform to better manage 5G network service assurance

When modernizing legacy test and metrics collection systems for 5G network Service Assurance, key is the intelligence and automation built into the platform to reduce costs and improve customer experience, as 5G networks generate huge volumes of data, posing data management challenges for Telcos.

The Big Picture

As Telcos transform their networks and operations to usher in 5G, networks are only going to get more intelligent as service platforms leverage AI as key enabler in improving quality of customer experience and quality of service. Telcos' strategies to monetize data depend in large part on algorithmic intelligence and automation. Continuous improvement through insights driven test and analysis in predictive network maintenance leads to progressive savings in costs for Telcos.

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 was looking for a competent modernization partner to enable effective metrics collection and analysis that provides ways to improve automated flows in network troubleshooting and trouble ticket management.

Key Challenges

- Reduce costs and improve customer experience.
- Introduce process efficiencies through predictive maintenance.

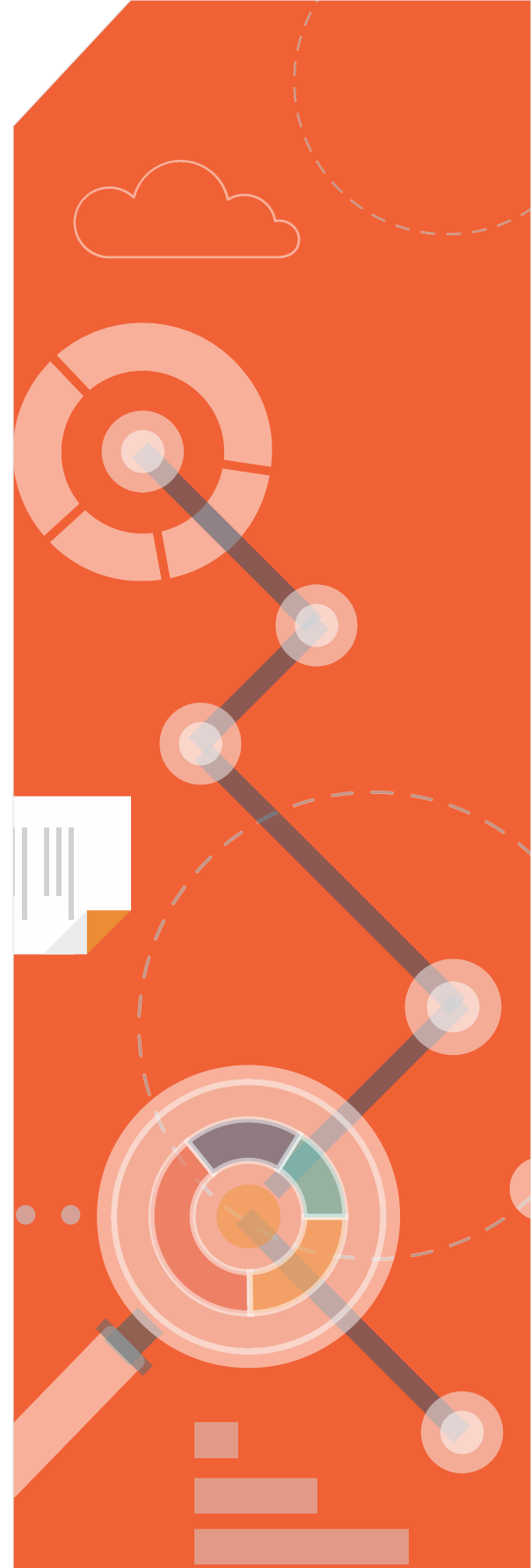
Our Solution

Detailed assessment of the situation, and key implementation highlights:

- Developed feature enhancements of application to expand coverage to 5G intelligent edge networks through trouble ticket management integration with client's optical networks, surveillance & diagnostics.
- Integrated test and analysis platform modernization for Service Assurance (repair) and provisioning (install/circuits turn up) business flows for all of client's lines of business - Ethernet, Optical, Specials, FiOS (voice, data, video), VoIP, DSL, POTS services.
- Integration with external systems and platforms.
- Added intelligence to client's processes, building data models to predict customer trouble ticket.

Business Impact

- Improved delivery effectiveness through higher productivity and Sprint predictability.
- Significantly reduced lead time by 40% in solving customer issues.
- Enabled client to monetize 5G services in short time.



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



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