



Leading US Telco and technology provider transitions complete program offshore for One Fiber System supporting 5G

Enhancements for 5G supported integrated Workflow Management for One Fiber System. Process driven model developed for network extensibility and Fiber management tool for effective network management. Brought in cost optimization by transitioning complete program offshore.

The Big Picture

As Telcos expand network capacity and evolve 5G, their focus is increasingly on enhancing customer experience across the multiple channels of engagement through service-oriented solutions. Workflows are getting automated and management tools are aiding in effective management of networks.

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.

Enhance customer experience on existing customer channels through service-oriented solutions for 5G network. Sunset the onshore heavy teams and transition offshore with complete program ownership with supplier partner.

Key Challenges

- 5G network monetization/scalability.
- Breakdown and planning of key feature releases.
- Cost efficiency and revenue generation.
- Innovation aligned to business needs.

Our Solution

Incedo planned the program delivery to two production releases per sprint. Our team automated creation of engineering requests and reduced manual requests.

- 100% safe agile program, which is focused on delivery and milestone.
- Self-organized agile team with full feature ownership on their deliverables.
- Effective tracking and well-established process.

Few feature releases are as follows:

- 5G scalability.
- Network extension improvements.
- Stabilization of 3GIS ecosystem and MVP tools for 3GIS.
- Adoption of mobile tool suite and implementation using the tools.
- Introduction of Fiber management tool.

Business Impact

- Improved delivery effectiveness through higher productivity and Sprint predictability.
- Significantly reduced lead time by 40% in solving customer issues.
- Transitioned complete program offshore and sunset the onshore teams for further cost optimization.



About Incedo

Incedo is a US-based consulting, analytics and technology services firm. We help our clients achieve competitive advantage through End-to-End Digital Transformation. We have deep domain expertise in Financial Services, Telecom, Life Science & Healthcare and Product Engineering. Our uniqueness lies in bringing together strong engineering, data science and design capabilities with domain understanding and experience from digital natives. We cut across the constantly blurring boundaries between services and products to maximize business impact from emerging technologies. Our 1900-strong workforce operates from six offices across the United States (Our world HQ is in Iselin, New Jersey) and India. Incedo is a "Major Contender" in the Everest Group 2020 Peak Matrix Assessment, of leading Banking and Financial Services IT firms. We have been recognized by INC5000 as one of the fastest-growing companies and by CRN amongst Top IT Consultant and Service Providers in the US consistently for the last five years.

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