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Transforming Carrier Management with Automation for US-Based Telecom Enterprise

Key Challenges

- High volume: processing over 116,000 carrier emails annually

- Manual workload: 6,600 hours of manual effort spent per year

- Inaccuracy: frequent email format changes caused automation errors

- Inefficiency: lack of differentiation between critical notifications and routine requests

Business Solution

- Reduced costs and minimized risks by unifying teams and processes

- Saved time through intelligent automation

- Improved CSAT with faster responses

- Scalable cloud-based architecture on AWS with modular design

- Direct carrier integration for streamlined communication

Business Impact

85%
faster processing time

42%
of automated requests

30%
reduction in TCO and maintenance

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