Wholesale Telecommunication Case Study

Overview

Major North American Telecommunication company was looking to automate their Wholesale contract management process.

Note: Please contact us to receive complete case study.

ASC

Business Challenge

- **Paper intensive contract management process**
- **250 sales and sales assistance in multiple jurisdictions**
- **750 customers**
- **5,700 customers**
- **Service activation not being met**
- **Missing, misplaced or invalid orders**
- **Major billing discrepancies**

ASC

Solution (45 Days)

- **Identify key stake holders (e.g.. Product Manager, Sales, Provisioning, Billing, Customer Care, etc).**

- **Gather requirements**

- **Build Prototype (21 services) and Field Trial**

- **Refine prototype based on Field Trial**

- **Train sales teams and trainers in 2 cities**

- **Deploy ASC Hosted and Managed Solution**
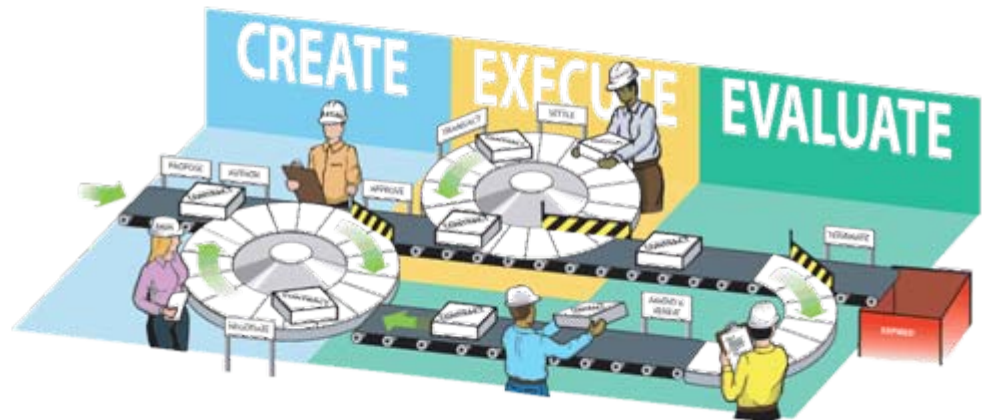
Benefits

Reduced costs, maximized revenue and mitigate risk

- **Automate "Author", "Approve" and "Amend / Renew" steps**
- **Mechanize the capture of signed contracts**
- **Improved Compliance, enforced business rules**
- **Internet Dialed Service (IDM) - Implemented orders, captured usage, rated and feed billing**
- **Provide searching and reporting capabilities**
- **Reduced service activation times**

"Flexible and easy to customize, ASC Contract automatically handles all the vital components of a contract that require attention, thereby giving [us] control of our Customer relationship."

Lesley Holmes, Product Manager