



# Commercial (Retail) Telecommunication Case Study

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# Overview

**Major North American Telecommunication company was looking to automate their Commercial (Retail) contract management process.**

**Note: Please contact us to receive complete case study.**



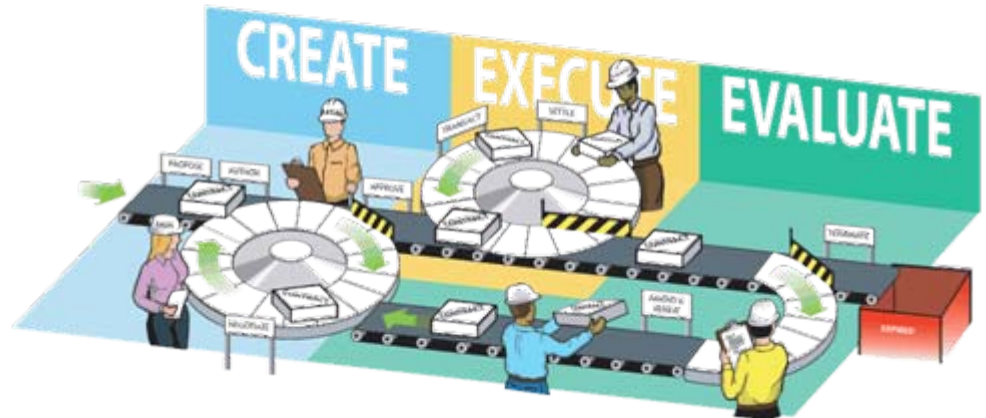
# Business Challenge

- **Paper intensive contract management process**
- **2000 sales and sales assistance in multiple jurisdictions**
- **21,000 contracts**
- **8,500 customers and 155,000 customer prospects**



# Solution (90 Days)

- Identify key stake holders (e.g.. Product Manager, Sales, Provisioning, Billing, Customer Care, etc).
- Gather requirements
- Build Prototype (18 services) and Field Trial
- Refine prototype based on Field Trial
- Train sales teams and trainers in 3 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
- Enforce business rules
- Provide searching and reporting capabilities
- ROI \$13 Million
- Payback under 30 days

*“This is fantastic... I look forward to future progress in leveraging this Contract Management capability: with the continued rollout to all sales teams and broadening the scope to include other product portfolios.”*

Peter Varley, Finance (Revenue Assurance)

