

Case Study: Telecom Service Order Trouble Report Performance Tool

Since the late 1980s, Dexter Systems has been developing workflow systems that automate business processes. In the telecommunications vertical, automation enables telecom service providers to lower operational expenses (labor costs, productivity, and vehicle expenses), improve process consistency and quality, and ultimately improve customer satisfaction.

This case study highlights a situation in which Dexter Systems was able to develop a system for a client that required a process improvement to manage and track their Service Order and Trouble Ticket performance for the operations management team. The system provided a significant return on investment and a payback period in months.

Background

An industry leading US based Telecom Service Provider required a process improvement to manage and track their Service Order and Trouble Ticket performance for the operations management team. The senior management needed a way to have visibility into all performance metrics on a daily, weekly, and monthly basis.

Challenges

The Telecom's operations management team from the Vice President level down to the local manager level needed to automate the reporting process to provide timely metrics for service issues. The data resided in six different mainframe systems and the operations team had three full time employees that collected the data and produced weekly spreadsheets reports. The management team really needed to see the metrics on a daily basis, but were unable to because the manual data compilation required 120 man-hours per week (and resulted in a one week delay). Performance reporting was a manual process that could not meet the needs of the company, management, or the team.

Solution

Dexter Systems was tasked with developing a software tool that could provide daily, weekly, and monthly performance metrics for their service order and trouble ticket performance. Dexter created a solution that electronically collected the data from six legacy mainframes, automatically aggregated and computed dozens of metrics, and presented the results in a web application on the corporate intranet.

The web application displayed the results in grid format that allowed users to filter, sort, and drill down to see the underlying data. The automated process allowed the data to be delivered on a daily basis by 8AM without any manual intervention.

Ultimately the Dexter solution gave the telecom's operations management team the answer to their ongoing question "How well are we doing today with our performance?" Dexter had simplified the process, saved three full-time (3 FTE's) from the team, and justified the system in several months time.

