

## CASE STUDY



### INDUSTRY

# Telecommunication

A leading player in the connectivity and communication solutions market serving enterprise customers. With services ranging from connectivity, collaboration, cloud, security, IoT and marketing solutions, it offers a comprehensive portfolio of ICT services for businesses in India.

### Value Creation Modules

#### Asset Retrieval Process Automation

End to end automation of asset retrieval process post disconnection request

#### Enhancement of existing SPANCO process

Enhancements and backlog development related to existing B2B sales process; the project termed as SFDC 2.0

#### DevOps Consulting

The DevOps process was setup for all the Salesforce orgs.

#### Technical Solution Consulting

Dedicated architect to ensure seamless solution design, enterprise architecture review and technical leadership

#### Managed Services

Dedicated team to execute enhancements, backlogs, functional consulting and steady state support along with QA process.

### Personas



- Sales Team
- Operations Team
- Leadership Team

### Products & Technologies Used



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### CHALLENGES

- Lack of process standardization in different verticals of sales and service.
- There was no unified integration strategy being followed.
- Lots of Salesforce OOTB features were not being utilized.
- Lack of defined DevOps process and code quality standards.
- Lots of pending backlogs and enhancements
- The TAT for asset retrieval was very high
- Multiple orgs and lack of sync between the teams.
- Lots of regression issues

- Automation of asset retrieval process with defined validations and TAT
- DevOps consultant was deployed to set up the Jira and deployment practises
- Senior functional architect was deployed to consolidate requirements across the orgs and frame the backlog

- Architectural consulting to ensure that the regressions are taken care of.
- Execution of the pending backlogs by the help of a dedicated POD.
- Managed services POD to take care of support and enhancements



### SOLUTION



### BENEFITS

- Reduced timelines for resolving tickets, related to asset retrieval.
- Better utilization of the system
- Re-alignment of the downstream orgs.
- Better control over backlogs by the help of Jira setup
- Better control over backlogs and enhancement by virtue of managed service approach
- Enhanced manageability of the team by virtue of a single dedicated SPOC.
- Increased manageability across the orgs.