

Case Study

Leading North America tier-1 operator improves operational efficiency with Amdocs Network Workflow Management – a multi-organization software tracking system

About the customer

This North American customer is one of the world's largest telecommunication operators, providing mobile services across the globe to many millions of subscribers.

The need

With the growth of the multifaceted network – comprising multiple vendors and technologies – operators are facing difficulties monitoring the process of operations involving multiple teams and scopes of work using measurable KPIs. At the same time, the rapid pace of technological change, alongside the increase in quantity and complexity of customer services, are creating difficulties in recording multifaceted information and coordinating working teams on the ground.

The challenges

As demand for continuous connectivity grows, errors and omissions in processes are increasing due to the difficulty tracking service quality. As a result, this operator faced the challenge of ensuring future projects could be delivered effectively and with optimal visibility.

- Improve and/or replace existing processes such as highly manual mode of operations (e.g. shared spreadsheets, significant amount of email interchange), which resulted in missing requests, poor quality of services and high costs due to lengthy resolution times
- Unpredictability of network issues caused by lack of visibility of relevant analytics, KPIs and correlations, as well as lack of notification systems to prevent network degradation
- Ineffective prioritizing and routing due to the lack of a set of performance standards that alerts teams to deviations from objectives and enables them to implement timely, corrective actions
- Lack of effective end-to-end tracking of issue closures, stressing the need for organizational standardization – even once issues are resolved

The solution

The operator was seeking a vendor to modernize their current systems and implement an on-premise software tool to enable superior data tracking management, advanced analytics and more efficient processes. To achieve these objectives, they chose to partner with Amdocs.

The solution included a cloud-based and multi-organization software tracking system that enabled the operator to deliver fully-fledged agile solutions tailored to their specific needs, with full support for data management and reporting. With its robust set of tools, the solution empowered the operator to automate their most challenging business processes in order to accomplish tasks, thereby enabling a high-quality customer service experience and increased accessibility – within both mobile and web environments.



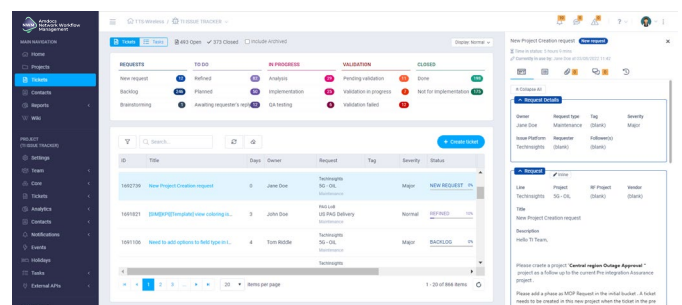
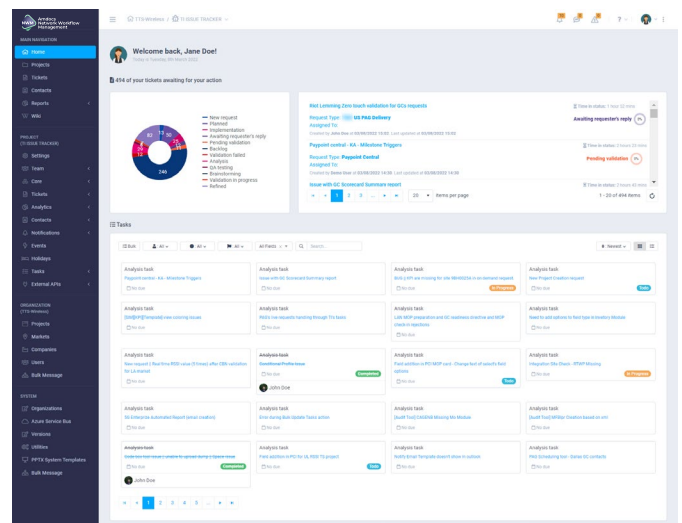
Solution components

Amdocs implemented Amdocs Network Workflow Management, a multi-technology, multi-vendor platform that processes different types of data fields, with the capability of performing millions of checks through process customization, notifications, reporting and task assignment systems. It includes a number of core project elements:

- A workflow covering all phases and statuses, which in all respects illustrates the operation process
- In every status, information about a project's progress, technical information and team performance is recorded to "cards"
- Card information and workflow actions are defined by permissions through roles and user groups
- An advanced reporting system comprising widgets (bars, pie charts, tables, maps, grids, etc.) form dashboards that are fully editable by system users; this enables users to gain visibility and analyze data on statuses, progress, effort, KPIs and close-out reports
- Dashboards are updated in real time and personalized notifications are sent via distinctive channels (SMS, email, mobile notifications)



Fig 1: Amdocs Network Workflow Management core project elements



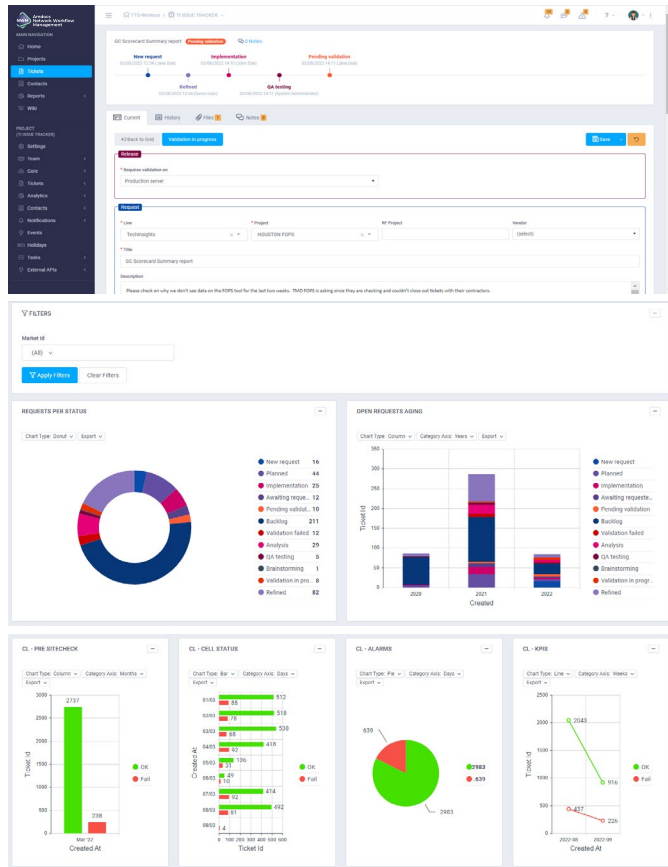


Fig 2: Amdocs Network Workflow Management platform UI

Results

Data management and analytics

Utilizing role-based dashboards, relevant information is quickly displayed and needed actions are clearly highlighted. Meanwhile, analysis through widgets (which can be used in any report and incorporated into “cards” containing charts, tables or ticket lists from sub-projects) provides an entirely new level of transparency, enabling a panoptic view of the total number of tickets by providing detailed technical data recording. Multiple teams can work on separated records of the same projects, while different roles enable access limitation rules to be applied over information data, tasks and actions. The solution also enables the creation of client, as well as internal daily and weekly reports in an instant.

Benefits in practice

The solution eliminates paperwork and manual mode of operations, as the result of the redundancy of spreadsheets and large volumes of email conversations. In their place, an advanced automation system enables custom scheduled and on-demand actions, as well as personalized notifications over a variety of channels (SMS, push-notifications, as well as email), thereby helping teams avoid missing SLA obligations.

Project managers

Create and assign tasks or projects

View project status at a glance

Coordinate resources across projects and teams

Generate and share customized reports

Set up custom workflows for teams and projects

Optimize processes by reducing human error
Automate routine tasks and repetitive work

Team members

Gain clear view of priorities

Easily access all work files, tasks

Edit, share documents online

Receive real-time work status updates

Track time spent on tasks

Streamline and prioritize work requests

Work from anywhere, using Android and iOS mobile app

Current achievements

- Three production instances
- 300 projects
- 2m tickets
- 110M data fields
- Graded visibility to all team members for project status and audit logs over all actions and data change
- Continuous improvement through process analytics and reports
- Multiple-channel automated and personalized notification system
- Integration with automation (e.g. mobile network data) and other ticketing systems
- Automated and custom technical report creation according to client needs
- Vast efficiency improvements due complete workflow visibility, enabling process and progress transparency, with display of items in every status

Why Amdocs

While the current advantages of improved customer experience are clear, these will take on greater importance as complex service offerings and 5G technologies continue to emerge.

This project is an ongoing demonstration of the benefits and importance of enhancing visibility to SMEs, engineers, technical account managers and operators, providing them with the flexibility to adapt to different operator processes, as well as understand and manage how customers experience network performance.

Amdocs' operational approach, combined with a clear evolution path to full automation and a strong emphasis on service and customer centricity enabling transparency in every process step, is therefore proving to be invaluable – not only to the operator's current operations, but also when considering the future.

For more information, visit www.amdocs.com



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.3 billion in fiscal 2021.

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