

Client Overview

A telecom startup founded by an executive with over 20 years of experience in the telecommunications industry. The company launched a hosted phone provider service aimed at small businesses in its local community. Leveraging his deep industry expertise, the founder sought to create a scalable, efficient solution to support rapid growth while maintaining exceptional customer service levels.



Industry

Telecommunications

About the Company

The startup specializes in delivering hosted phone solutions to small businesses. Its operations are built on a multi-step implementation process requiring high attention to detail and effective workflow management.

Objective

To implement a scalable, efficient, and customized Billing and Operational Support System (B/OSS) that:

- Streamlined order tracking and implementation workflows.
- Reduced errors and delays through exception handling and automation.
- Enhanced the client experience by automating communication and simplifying data collection.
- Supported the company's growth trajectory with scalable features.

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Key Facts:

Challenge

The company faced several operational and client management challenges:

- **Complex Implementation Process:** The multi-step process for deploying hosted phone solutions required meticulous tracking to avoid errors or delays.
- **Service-Level Adherence:** Maintaining a high standard for meeting service-level agreements (SLAs) was critical for customer satisfaction.
- **Client Communication Gaps:** Manual, back-and-forth email exchanges with clients created delays in gathering required information for order progress.
- **Scaling Operations:** As the business grew, the existing processes were not scalable, risking inefficiencies and missed SLAs.

Solutions

The company partnered with **Tech Ops**, a team with deep expertise in telecommunications and application development, to create a tailored B/OSS. Key features included:

- **Custom Task Management System:** Tracked every step of the implementation process with built-in exception alarms to prevent delays and missed tasks.
- **Automated Client Communication Tools:** Real-time updates via automated email templates and an online portal kept clients informed at every milestone. Online forms streamlined data collection, reducing email-based delays.
- **Automation for Bottleneck Resolution:** Alerts sent to clients automatically when required information was missing to progress orders, ensuring faster resolution.
- **Scalable System Architecture:** Designed to support increasing order volumes as the company scaled.

Approach

- 1. Discovery Phase:** Tech Ops conducted workshops with the client to understand the intricacies of their hosted phone implementation processes and identify inefficiencies.
- 2. System Design and Development:** The task management system was customized to align with the client's workflows and included automation features to minimize manual tasks.
- 3. Testing and Deployment:** The solution was rigorously tested and implemented with training provided to employees for a seamless transition.
- 4. Collaboration:** The founder actively worked with Tech Ops to ensure the system optimized operations while enhancing the customer experience.

Results

The customized B/OSS delivered significant benefits:

- **Improved SLA Performance:** The system ensured a 98% adherence rate for meeting implementation milestones.
- **Time Savings:** Automation eliminated repetitive tasks, saving employees 15–20 hours per week.
- **Enhanced Client Experience:** Real-time milestone updates and simplified data collection improved client satisfaction and reduced delays.
- **Scalability:** The scalable architecture supported the company's rapid growth without operational bottlenecks.

By addressing key challenges and optimizing processes, the telecom startup is now well-positioned for success in the competitive hosted phone service market.