



Client

One of our clients is a Fortune 100 Telecom company. They are a national company with multiple divisions with multiple regions in each division.

Situation

Due to integration of various companies, they had to reorganize various process and metrics for measurement of the telecom networks. There are significant improvements needed in data completeness and data accuracy. The client's team was sharing a server from the enterprise teams and the data access and control was limited.

Product's introduced

DWP introduced a product for measuring and reporting the performance of telecom networks and provide summarized metrics to measure the quarterly improvement of various metrics and groups of metrics across multiple subject areas. This would allow the measurement and improvement of telecom network performance in a competitive manner across various states and regions.

Services Provided

DWP installed and customized the product to be able to integrate data from various telecom network systems at the client into DWP's product. This allows the customer to automatically review and monitor on a continuous basis. The states and regions get to monitor on a continuous basis and review their performance comparable to other states and regions.

DWP's team worked with various states and region level team members of the customer to significantly improve the customer data completeness and accuracy. DWP accomplished this by providing various standardized reports, customized reports, ad hoc reports and investigative reports to address data accuracy and completeness issues in such a way to meet the accuracy and completeness goals.

DWP designed, configured and provided a customized DELL Server to be able to handle the metrics product, reporting and various other data management and information management activities of the client.

Technology Used

Microsoft .Net 3.5, SQL Server, and Sharepoint on Windows 2005 Server OS. Hardware used was Dell Windows 2005/2008 Servers with latest Power Vault iSCSI RAID array.

Goals Achieved

Three major benefits are delivered due to the introduction of the Server and our product. Our client was able to report and manage easily and accurately various metrics of telecom networks. This saved significant amount of management time and improved efficiency. The reports and data cleanup provided by our team made the region as the best region in the entire country. The Server, products and data management services provided by DWP allowed the region to significantly improve the efficiency of the processes in managing the telecom networks which is the mandate for the group of that region.

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