Case Studies

Case Study: Zayo Group

RESOLVE ACTIONS

EIL GLOBAL

GLOBAL COMMUNICATIONS INFRASTRUCTURE SERVICE PROVIDER
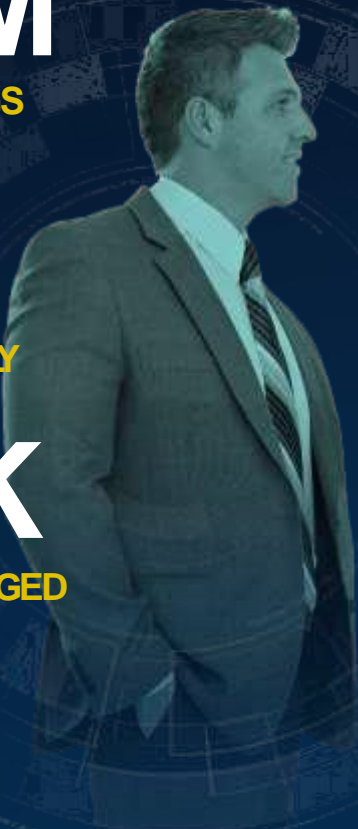
$10M
ANNUAL SAVINGS

40K
MAN HOURS SAVED ANNUALLY

180K
INCIDENTS TRIAGED DAILY

OBJECTIVES:

- Reduce noise and enrich incidents
- Enable Network Control Center to improve service performance while supporting network growth
- Reduce the volume and duration of customer-impacting incidents and enhance customer experience

AUTOMATED SOLUTIONS:

- Reduced noise and improved MTTR by enriching, suppressing, and automatically resolving 180K daily incidents
- Accelerated troubleshooting and resolution for NCC by providing a single screen aggregating all customer circuit information
- Reduced escalations by empowering frontline agents to resolve more incidents and troubleshoot with confidence using interactive, automated workflows
- Improved operational efficiency by automating repeatable tasks
- Created self-service options for purchasing, monitoring and managing services, as well as problem solving, with an automation-powered customer portal

"With Resolve, we're now able to greatly reduce technician time per ticket, reduce customer call times, and lower MTTI & MTTR."

Greg Hadlock,
SVP Network Control Center

zayo

RESOLVE

Case Study: T-Mobile

RESOLVE ACTIONS

EIL GLOBAL

THIRD LARGEST WIRELESS PROVIDER IN THE UNITED STATES

40K
MAN-HOURS SAVED ANNUALLY

$5M+
ANNUAL SAVINGS

4500
RUNBOOKS A MONTH

OBJECTIVES:

- Provide NOC with real time updates on customer connectivity
- Identify and remotely remediate network failure issues
- Streamline complex diagnostic processes to determine cell tower issues and outages
- Reduce time spent by Tier 1 analysts to diagnose and assign 500K+ alarms daily

AUTOMATED SOLUTIONS:

- Significantly improved outage detection by proactively polling the network to provide visibility into real-time and accurate network health metrics
- Reduced noise and improved network visibility by enriching, suppressing, and automatically resolving 500K+ alarms daily
- Eliminated truck rolls to cell sites, saving 40K man-hours annually by enabling remote remediation of issues and incidents

> "We are able to go out to 57,000 cell towers every 15 minutes and bring back status updates to our entire team, reducing unnecessary truck rolls."

Ray Nettleship, Director, Operations Support & Network Management Systems

T··Mobile·

RESOLVE

Case Study: Consolidated Communications

RESOLVE ACTIONS

EIL GLOBAL

LEADING US COMMUNICATIONS PROVIDER

$15M+
ANNUAL SAVINGS

277%
SAVINGS OVER ALTERNATIVE SOLUTION

OBJECTIVES:

- Achieve 24x7 network uptime
- Speed incident resolution while reducing escalations
- Enhance call center service delivery by automating a wide variety of business and network operations
- Augment, rather than rip-and-replace, the current diagnostic systems
- Enhance existing network monitoring, response capabilities

AUTOMATED SOLUTIONS:

- Improved network uptime and proactively prevented service degradations
- Improved customer service and reduced escalations by empowering L1 agents to solve complex L2/L3 level problems with:
  - A complete troubleshooting system
  - Centralized knowledge repository of all systems information, configuration data, and customer intelligence paired with troubleshooting and remediation procedures
  - Enriched incidents in real-time on every call by consolidating information from a variety of home-grown and third-party systems

"The tools we've been able to develop using the Resolve Platform have provided us continual monthly savings of over $1M…"

Darin Tiemann, Manager Network Tools & Automation

Consolidated communications

RESOLVE

Case Study: Charter Communications

RESOLVE ACTIONS   **EIL GLOBAL**

SECOND LARGEST CABLE OPERATOR & LEADING BROADBAND PROVIDER IN THE US

750K+
MAN HOURS SAVED ANNUALLY

OBJECTIVES:

- Reduce time spent by support staff on repetitive tasks
- Empower resources to troubleshoot complex issues
- Eliminate the need to execute manual and time-consuming event resolution procedures

AUTOMATED SOLUTIONS:

- Reduced alarm noise with improved event validation
- Improved MTTR by automatically executing tests and providing detailed event information for valid issues
- Streamlined operations by automating ticket creation and assignment to appropriate groups to perform advanced troubleshooting and resolution
- Integrated with Charter's robust technology ecosystem to perform automated tests and system health checks

"Our network grew by approximately 30% last year, and our Tier 1/Tier 2 Support did not need one additional FTE to support the network growth due to automation. We estimate Resolve is responsible for the work of 300 FTE engineers."

Charter COMMUNICATIONS

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Case Study: Visa

RESOLVE ACTIONS

EIL GLOBAL

VISA

GLOBAL PAYMENTS TECHNOLOGY COMPANY

$2.0M
SAVED EVERY YEAR IN INFRASTRUCTURE COSTS

40%
REDUCTION IN MAN-HOURS

OBJECTIVES:

- Improve overall Mean-Time-To-Detect (MTTD) & Mean-Time-To-Resolution (MTTR)
- Left shift resolution activities from L3 to L0 analysts to reduce costs and escalations
- Reduce time and effort spent on repetitive diagnostic and resolution steps
- Do more with less

AUTOMATED SOLUTIONS:

- Reduced MTTD and MTTR by automating validation and diagnoses of high priority P1 alarms while fully automating resolution for lower-level P2 and P3 alarms
- $1M+ in savings per year by converting manual, reactive tasks into automated, proactive workflows
- 40% reduction in man-hours by automating checks for RAID systems, UNIX boxes, Citrix servers, databases, and disk space

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Case Study: Virgin Media

RESOLVE ACTIONS **EIL GLOBAL**

PROVIDER OF BROADBAND, TV, MOBILE, AND HOME PHONE SERVICES IN THE UK

$1M
ANNUAL SAVINGS

21%
REDUCTION IN CUSTOMER ESCALATIONS

46%
REDUCTION IN ICOMS FAULTS

OBJECTIVES:

- Validate, diagnose, and update high volume of alarms to enable operators to focus on real incidents
- Timely and targeted notification communications to customers impacted by service outages
- Maintain customer experience and improve the management of incoming calls during an outage

AUTOMATED SOLUTIONS:

- Reduced calls and decreased costs by automating incident validation, diagnosis, and resolution
- Achieved faster resolution and reduced the volume of calls by 30%
- Increased employee productivity with automations scheduled to check server health and mitigate issues without any manual intervention
- Frontline operators fix issues on their own, driving down escalations through interactive end-to-end automations approved by SMEs for faster incident resolution
- Without adding resources or staffing, enhanced customer communication and easily met SLAs for improved service delivery

"Resolve helped us to get a 21% reduction in customer calls related to HFC issues, a 46% reduction in ICOMS faults, and a reduction of 6.5K calls no longer escalated to the help center."

virgin media

RESOLVE

Case Study: C&W Networks

RESOLVE ACTIONS   EIL GL⊕BAL

VOICE, MESSAGING, DATASERVICE PROVIDER TO 83.1 MILLION CUSTOMERS IN 42 COUNTRIES

99%
FASTER RESOLUTIONS

OBJECTIVES:

- Consolidate multiple call centers
- Improve customer experience
- Reduce MTTR
- Create a common toolset and robust knowledge base for troubleshooting
- Reduce escalations and improve team efficiency by enabling **L1** technicians to address more customer issues

AUTOMATED SOLUTIONS:

- Improved MTTR from **6 minutes to 4 seconds** by automating troubleshooting processes, providing decision-tree support, software tools, and CSR scripting to guide customer engagements
- Automated incident validation and diagnosis
- Empowered L1 agents to solve complex problems without escalating to L2/L3 agents with:
  - Comprehensive views across applications, services, and IT domains
  - Guided steps, knowledge management, and automations to diagnose and resolve issues
- Streamlined operations by automating repetitive tasks like ticket creation and event enrichment

"Resolve is the Swiss army knife of technology… it's the tool that integrates with all of our platforms and has crossed the boundaries of the different [IT] silos…"

Andre Foster, CIO

C&W Communications

RESOLVE

Case Study: Frontier Communications

RESOLVE ACTIONS

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GLOBAL COMMUNICATIONS INFRASTRUCTURE SERVICE PROVIDER

$227K
ANNUAL SAVINGS

50%+
REDUCTION IN MTTR

40%
INCREASE IN CUSTOMER SATISFACTION

OBJECTIVES:

- Automate T1 testing, specifically after a service outage
- Improve customer satisfaction by driving process efficiencies and elevating staff expertise
- Improve MTTR and response to customer issues

AUTOMATED SOLUTIONS:

- Improved efficiencies by automating T1 testing procedures, resulting in higher accuracy and increased savings
- Reduced MTTR by more than 50% by enabling Level 1 agents to resolve incidents quickly and independently without escalation
- Increased customer satisfaction rates by empowering agents to fix issues quickly

"Resolve allows us to react to customer issues quicker, so we're seeing an improved customer satisfaction and improved MTTR."

Marion Wyand, Vice President Commercial Customer Solution Center

Frontier
COMMUNICATIONS

RESOLVE

THANKS

enquiries@eilglobal.com.au
enquiries@eilglobal.co.nz

Adelaide: +61 (08) 7088 4865
Auckland: +64 (09) 363 2811

Sydney: +61 (2) 9089 8649

Melbourne: +61 (03) 9221 6265

www.eilglobal.com.au / www.eilglobal.co.nz