

CASE STUDY

DRIVING FASTER ACTIVATION & REVENUE IN TELECOM ORDER FULFILLMENT

A leading telecom used mindzie's process intelligence to create an end-to-end digital twin of its Order-to-Activation flow, uncovering hidden stalls, re-work loops, and SLA risks across disparate systems.

Executive Summary

mindzie stitched together CRM, order-management, OSS/BSS, and field-service data to create an end-to-end digital twin of the Order-to-Activation process for a top telecom operator. Advanced analytics turned a fragmented hand-off chain into a continuously monitored, exception-driven flow—unlocking faster revenue recognition and superior customer experience.

Key Outcomes

- Cycle time down 60%
- Manual touches/order down 65%
- SLA compliance up to 96%
- Rework loops down 85%
- \$6.2 M annual benefit (labor, reduced churn, faster cash-in)

Business Challenge

Every new order crossed five separate platforms—Salesforce, legacy Siebel, Amdocs OMS, a custom provisioning engine, and a field-service scheduling app. Missing service-ability checks, serial approval chains, and data mismatches caused order fallout and repeat truck rolls, slowing activation and jeopardizing enterprise SLAs.

“mindzie’s live monitors now push exception alerts to channel managers and field supervisors, enabling a proactive rather than “report-and-repair” culture.”

Key Analyses

Analysis	Finding	Action	Benefit
Cycle Time Heat-map	46-hour stall between <i>Provisioning Complete</i> → <i>Dispatch Schedule</i>	Auto-schedule work orders as soon as network resources validated; escalations after 4 hrs	2.1 days shaved off avg. lead-time
Re-work & Loops	12 % of orders re-opened due to missing serials (avg. 2.4 resubmissions)	mindzie rule checks now validate device inventory before dispatch; integrated RPA bot writes serials back to OMS	Loops cut 85 %, truck-roll wastage ↓\$1.4 M
Compliance (Reg-T & FCC porting)	18 % of number-port orders breached 1-day mandate	Proactive alerts 8 hrs before deadline; porting queue reprioritized automatically	SLA breaches down to 3 %
SLA Dashboard	Enterprise Ethernet installs <20 days only 58 % compliant	Parallelized credit-check & site-survey, plus live progress widget to account teams	Compliance raised to 96 %

Conclusion

By illuminating bottlenecks, automating approval paths, and embedding mindzie for continuous monitoring with automated notifications, this telecom leader transformed order fulfillment into a predictable, data-driven engine. The resulting acceleration of activations, drop in re-work, and SLA excellence not only freed \$6M+ in value but also set a repeatable playbook now rolling out across billing dispute resolution, trouble-ticket triage, and network maintenance processes.

Ready to reveal hidden inefficiencies, ensure compliance, and drive similar ROI?

Contact mindzie today: info@mindzie.com | www.mindzie.com

Let mindzie turn your process data into your next competitive advantage.