

# UNIFIED SERVICE ASSURANCE- LEANER OPEX



Turkey's leading Fixed & mobile TSP was looking for 30% reduction in Opex. TCTS stepped in and implemented RPA in NOC operations across 10+ use cases and network layers, resulted in all automated operations.

## BENEFITS DELIVERED



30% improvement in process execution



~ 1 Mn \$(yearly - COST reduction)

Use Cases	Team	Description	Before RPA	After RPA	Improvement %
Auto Scorecard	NEM	Performance report of MS ISDN ID & MS ISDN Name	10 mins	8.2 mins	18%
Customer Complaint	NEM	Coverage issue - ticket handling	30 mins	5 mins	83%
Remove Site	Access	Removal of site in Live network	45 mins	20 mins	56%
Add Site	Access	Addition of site in Live network	45 mins	20 mins	56%
CA Config	Access	Change in the frequency of existing service	20 mins	12 mins	40%
RTN Creation	Transport	Service creation in Live network	10 mins	8.8 mins	12%
Fix Service Creation	Transport	Service creation in Live network	45 mins	20 mins	56%
Service Deletion	Transport	Deletion of service in Live network	10 mins	8.4 mins	16%
Password Reset	OSS	Resetting NOC applications password	10 mins	7.5 mins	25%
User Create	OSS	Creation of new users to access NOC applications	10 mins	6.6 mins	34%
Clear Code	L1	Alarm monitoring & troubleshooting	10 mins	7.1 mins	29%
xDSL ticket handling	TES	Ticket handling and referring for exceptions	15 mins	5 mins	67%

### DRIVE EFFICIENCIES THROUGH AUTOMATION AND TOOLS ADOPTION - AUTOMATE

With focus on delivering excellent customer experience, telcos now are increasingly focusing on driving the quality of network, agility and operational efficiency. Transformation of CSPs' business processes (service assurance and service delivery), adoption of next-gen tools and rapid automation have become critical for CSPs to gain competitiveness and to secure a better operational and commercial position. TCTS works with CSPs to drive operational efficiencies and optimise redundant processes by delivering business excellence, enabling OSS ORCHESTRATION - on demand / service management across channels, Lifecycle Service Orchestration (LSO), Robotic Process Automation (RPA), field force automation, NOC - Service Assurance tools transformation, and Digitisation - Open APIs, Open Digital Architecture (ODA) tools and platforms.

### ROBOTIC PROCESS AUTOMATION (RPA)

TCTS facilitates its existing telecom expertise and utilises robotics process automation and platforms to provide "AaaS" to telecom customers (Automation as a Service). TCTS RPA services enable service fulfillment, service assurance and billing services driving efficiency, along with improvements in quality, scalability and resiliency in a cost-effective way.

