

Iexcel, Inc.

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Case Study

Application Development

Communications

Iexcel is currently serving a global communications leader delivering broadband and other wireless and wireline communication services to mass market, business, government and wholesale customers. As a Dow 30 company, they provide converged communications, information and entertainment services over America's most advanced fiber-optic network, and deliver innovative, seamless business solutions to millions of customers around the world. Iexcel assisted them in the global transformation of access quotation and post sale access cost optimization processes, which is a revenue generating, mission-critical application.

Iexcel has been serving this customer for 10+ years, as a provider of niche solutions across the communications value chain – sales and order management, global product configurations, provisioning / fulfillment, billing, and service management. We have been an integral part of 28+ distinct value adding engagements for this client.



Challenge

Iexcel was entrusted with the transformation of global access quotation and post sale access cost optimization processes for this communications leader. The key mandate was to significantly enhance the process automation of the quote process, and accelerate the turnaround time of quotes. The solution has to be scalable to address business needs of 10,000+ users across the globe.

Solution

Iexcel, with a specialized team of experts, started the project with the two way requirements elaboration mechanism in accordance with the client's focus on new needs. In addition to this, the bottom up approach along with joint sync workshops was implemented to finalize the client's needs. Iexcel was able to successfully provide a valuable solution in terms of:

- * Delivering a global application supporting 40+ countries (EMEA, US, UK) enabling 250,000+ circuit quotes annually
- * Flexible architecture with SOA driven principles
- * Owning the end-to-end architecture, design, implementation and migration of the application
- * Utilizing an onsite/offshore model with 95% offshore leverage
- * Rapid application development with an iterative approach
- * Early beta's and POC's with prototyping-led requirements signoffs

Results

The Iexcel and client teams collaborated to deliver this strategic program. Key benefits realized from this program include:

- * Reduce access quote turnaround time from 2 days to 1 day
- * Increase quote automation from 35% to 70%
- * Reduce new order spend by 2.5% from annum

