



# Robotic Process Automation for the Telecom Industry



## Disruption has become a way of life for the Telecommunications Industry

New technologies in addition to regulatory changes are pouring into the industry at an unprecedented pace - forcing Carriers, CSPs, Operators, and Equipment providers into a “new normal” mode of operation just to keep-up with customer expectations. However, to be successful, business has to be about more than just keeping even. Expansion through acquisitions, organic extensions, and system/network upgrades create a mesh of disparate systems that make reliability of service a daily challenge.

With so many facets to the telecom industry; the information flow between divisions, regions or simply between operations and sales can become muddled. Robotic Process Automation (RPA) capabilities have matured and now with Artificial Intelligence and Machine Learning embedded in the platforms, many groups can realize integration efficiency and improved quality with a very low barrier to entry. Better employee and customer experiences reduce friction and enhance relationships by offloading mundane or time-consuming tedious work to robots while humans can do what they do best – be human.

## Telecom industry challenges where RPA can assist:

### ✓ Operations & Maintenance

Challenging to manage incident reports, alarms, engineering requests, and inquiries from disparate sources.

### ✓ Acquisitions & Partners

Difficult to reach or aggregate 3rd party data, either in real time or batch migration once companies are merged post M&A.

### ✓ Network & Capacity

Disparate diagnostics, network availability, share management, and planning/provisioning systems create a lot of busy-work to get the whole story.

### ✓ Customer Sales / Service

Subscriptions, contract updates, inventory management, rates/bundles, and provisioning require the same data entered into multiple systems.

# The Benefits of RPA in the Telecommunications Industry



## Dynamically Aggregate Customer Information

Through the multitude of M&A activities in the telecom space it's likely that customer, provisioning, and billing information will live in disparate systems. RPA offers a non-invasive way to access and update the various systems without costly and risky deep-system integration. Robots can work in parallel with the agent, creating a quick path to handle the simple items, while reserving human time for more complicated and specialized assistance.



## Streamline Network Operations

Robots can add another set of eyes and hands to help with the identification and even elimination of alerts/alarm false positives. Diagnostic tests and escalation/assignment for true issues help to streamline operations, improve quality of service, and reduce busy-work for NOC engineers.



## Expedite Partner Integration

The disruption in the telecom industry has created a lot of opportunity for small shops, resellers, or even franchises to offer services on the backs of the carriers. Robots can provide easy integration while offering a layer of obfuscation to the master systems by capturing the required information and performing the data entry at the system level without direct human access.



## Ease Inventory and Stock Reconciliation

Tracking new inventory, returns, repairs, samples, and out-of-service equipment through various systems can easily become a full-time job as volumes of data need to be aggregated between stores/districts and various geographies. RPA can streamline collection and aggregation, with faster and more accurate results with less overhead cost. Improving visibility for "which part lives where" can improve overall utilization and streamline audit/reconciliation efforts.

# Top Telecom RPA Use Cases

Let robots handle the tedious and repetitive tasks so your organization can better focus on quality, delivery and profitability.

## Operations and Maintenance

Manage multiple alarm/alert system inputs, alarm detail reporting, notifications and auto-dispatching, incident tracking and proactive communications to stakeholders, field engineers form ingestion/entry, parts tracking, inventory updates, critical parts management, contract/maintenance form digitization and auto-completion.

## Acquisitions and Partnerships

Partner system integration, data entry/extract, batch system migrations, parallel system processing/updates, customer onboard/transitions, billing and bundle management.

## Network and Capacity

Network deployments, setup/provisioning script management, capacity and usage threshold management, network planning and viability metric management, SCADA and remote monitoring, workflow automation with dispatch.

## Customer Sales and Customer Service

Customer 360° view, reduce data double entry, gather coverage/rates/regulatory data from disparate systems, enhance self-service capabilities, reduce average call handle time for contact centers, provide consolidated outage/incident status, streamline repair/replacement services, and improve provisioning and customer setup experiences.

# Why RPAaaS?

No need to tackle RPA on your own. No need for expensive consultants. Maximize your ROI with Optezo's RPA-as-a-Service. We have the playbook.



## Fast-Track to ROI

Optezo's RPAaaS will help you quickly identify the right RPA candidate processes. Deploy your initial bots in a matter of weeks. Optezo focuses on your RPA time to value and will continually improve your bots to ensure you achieve your ROI goals.



## “Instant-On” RPA Capability

Engaging Optezo provides you access to all the experts you need with deep experience in all aspects of RPA. No need to worry about RPA and Infrastructure setup. Optezo handles this for you.



## Simplicity of Engagement Model

Engaging with Optezo is easy. All costs - software, hosting, development, support, enhancements, monitoring, and ROI reporting are included in one monthly fee.



## Out of the Box RPA Center of Excellence

No need to build your own RPA COE. Optezo does it for you. We provide you everything you need for ongoing RPA success including RPA demand generation, governance, best practices, and communication.

## Ready to increase your company's effectiveness using RPA?

The ROI is real. Contact us to have a look at our catalog of ready-for-RPA Telecom processes and let's discuss how you can quickly realize the value of RPA.

[Let's Get Started](#)