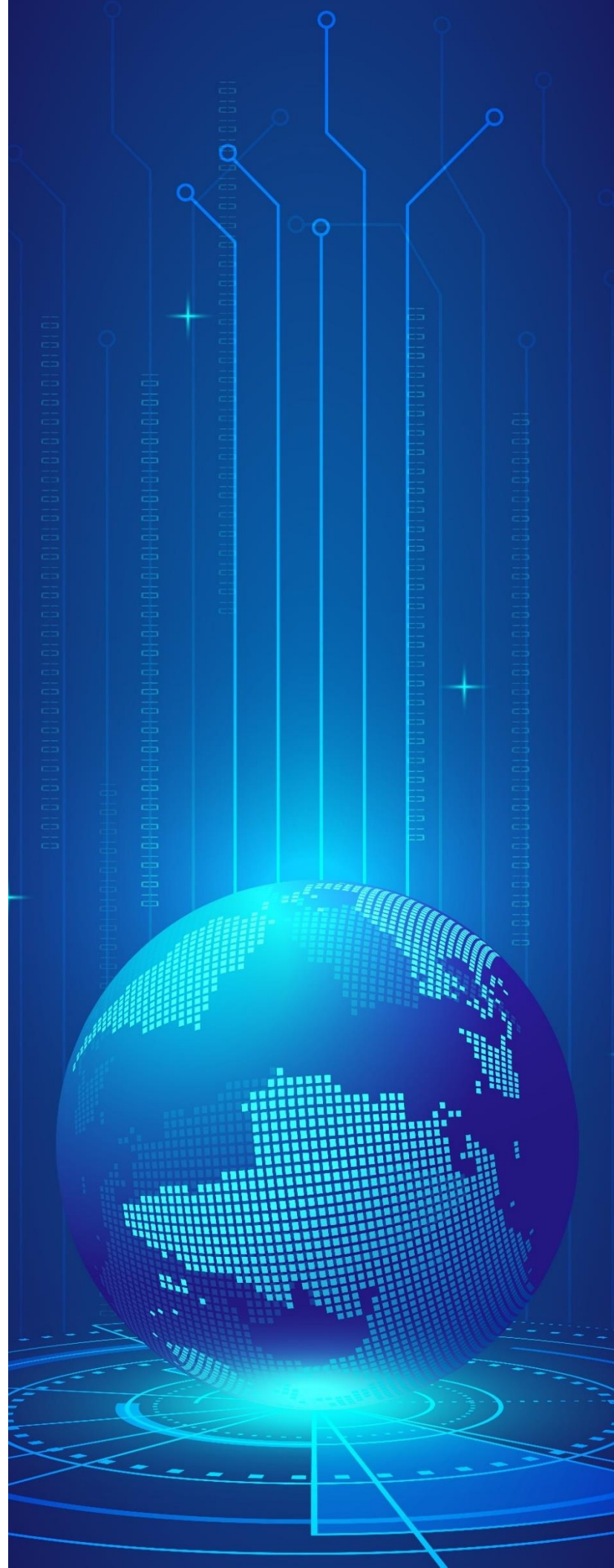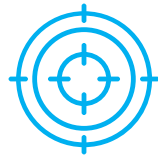# Telecom Provisioning
(Data, Voice & Video Services)

Overview

The case study revolves around a global leader in communication technology, offering data, voice, and video services and solutions. The project focused on enhancing service delivery by automating and optimizing various service order processes for their Fiber network.

Scope

The project encompassed various aspects of the communication services, including:

- **Support for Fiber Network:** Managing voice, data, and video services.
- **Service Qualification Testing:** Verifying telephone numbers and addresses for service eligibility.
- **Order Phase Verification:** Ensuring accuracy during the Staging and Provisioning phases.
- **End-to-End Service Order Testing:** Addressing scenarios like New/Install, Change, and Disconnect for business service orders.

Solution

- **Complexity in Service Order Verification:** The process required validating multiple order phases (Staging and Provisioning), which was prone to errors and inefficiencies.
- **Manual Efforts for Service Order Creation:** Manual testing processes involved significant effort, leading to delays and potential defects.
- **Ensuring End-to-End Testing Coverage:** Comprehensive testing for various service order scenarios required significant resources, affecting speed and quality.
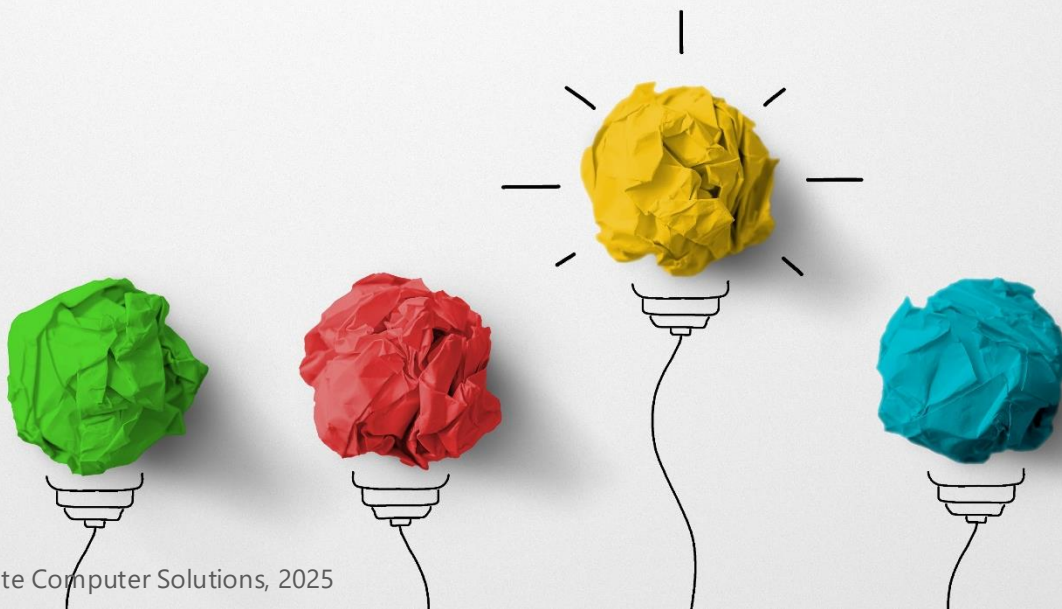
Solution

To address the challenges, the following solutions were implemented:

- End-to-End Network and Inventory Management: Developed a comprehensive system to forecast, plan, and design the network, ensuring smooth service order processing.

- Automated Service Order Creation: The automation system was designed to generate service orders based on requested services and equipment, including due dates.

- Network Element and Circuit Provisioning: Automated the assignment and provisioning of network elements and circuits for voice, data, and video orders.

- Order Completion & Billing Integration: Once a service order was completed, the system marked it as complete and sent records for billing purposes.

- Maintenance & Technical Support: Provided ongoing maintenance and technical support to ensure service continuity and reliability.

Business Value

The solution brought significant improvements:

- Reduction in Production Defects: Automated testing and coverage led to a 20% reduction in production defects.

- Efficient Service Order Creation: Automation reduced the effort involved in creating service orders by over 50%.

- Robot Automation Framework: Developed and delivered an end-to-end testing solution using Python for robot automation, enhancing test coverage and speed.

The automation significantly enhanced the service delivery, reduced manual errors, and optimized resource utilization for the client.

For more information, please visit www.infinite.com