CYIENT



CyPlaNet'S INTELLIGENT AUTOMATION POWERS RAPID FIBER EXPANSION FOR AUSTRALIAN TELECOM GIANT

Business Challenge

The customer faced critical issues, including:

- Inaccurate serviceability checks, causing failed or delayed installations.
- High manual validation effort, increasing operational costs.
- Compliance risks due to incorrect address mapping.
- Customer frustration stemming from service delays and onboarding challenges.

Their existing manual processes could no longer scale, making automation an urgent priority. The client turned to Cyient for a robust solution to improve data accuracy, reduce costs, and boost service performance.

Overview

A leading global telecom provider faced critical challenges in maintaining accurate customer address records, which are fundamental for service availability checks, installations, billing, regulatory compliance, and emergency services. With customers frequently providing incomplete or inaccurate address details during onboarding or relocation, operational inefficiencies and customer dissatisfaction surged. To resolve these issues, Cyient implemented the **Intelligent Address Validator**—an AI-driven RPA solution that automates address validation across multiple portals, delivering measurable savings and significantly improving the customer experience.

The Cyient Solution

Cyient's cross-functional team—including technical architects, operational leads, and business analysts—collaborated with the client over a 3-month implementation timeline. The technical team designed and deployed the solution, the operational team ensured seamless integration, and the business team aligned the implementation with strategic goals. This joint effort ensured a smooth rollout and effective change management.

Key solution features included:

AI-driven validation using platforms like Google Maps and Street View	Business rule automation to manage standard and exception cases	Automated workflows to resolve or escalate ambiguous cases	Seamless integration with existing systems and scalable workflows across regions

The solution was tailored to the client's environment, with customized workflows and integration touchpoints, and designed for minimal disruption during deployment.

The Results

The implementation delivered clear and measurable results:

25–30% effort savings in a pilot of 100 addresses, with full automation eliminating manual work

Standardized and automated address validation across platforms

Significant reduction in manual intervention and costly field visits

Faster service qualification and activation, improving customer onboarding and satisfaction

Improved regulatory compliance through accurate, reliable address data

Enhanced operational efficiencies driving long-term performance improvements



Designing Tomorrow Together

Cyient's solution has been a game-changer—our teams can now focus on higher-value work, and our customers are experiencing faster, smoother service activations.

- A large telecom provider

cyient.com

Cyient (Estd: 1991, NSE: CYIENT) delivers intelligent engineering solutions across products, plants, and networks for over 300 global customers, including 30% of the top 100 global innovators. As a company, Cyient is committed to designing a culturally inclusive, socially responsible, and environmentally sustainable tomorrow together with our stakeholders.

North America Headquarters
USA
T: +1 860 528 5430

Europe, Middle East, and Africa Headquarters
UK
T: +44 118 3043720

Asia Pacific Headquarters
Australia
T: +61 4 7026 3817

Global Headquarters
Hyderabad
T: +91 40 6764 1000

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