

FROM BLIND SPOTS TO CLARITY: HOW VISION™ TRANSFORMED NETWORK MANAGEMENT FOR A LEADING UK-BASED TELCO

Business Challenge

A leading telecom operator struggled with real-time network visibility, leading to inefficiencies, delays, and reactive management. Budget constraints and technology shifts further strained operations. Key challenges included:

- **Limited Network Oversight:** No centralized tracking of site statuses, vendor performance, or service quality.
- **Delays in Network Rollouts:** Unidentified bottlenecks slowed project execution and resource allocation.
- **Poor Customer Issue Resolution:** VIP customer complaints lacked proper tracking, leading to slow response times.
- **Reactive Decision-Making:** Lack of automated insights forced executives to rely on outdated information, reducing operational effectiveness.

These challenges increased costs and impacted network efficiency, leading to lower service quality and customer satisfaction.

Overview

The UK's top telco faced challenges in network visibility due to budget constraints and rapid technological changes. This hindered executives from making data-driven decisions.

Cyient introduced **VISION™**, enabling real-time insights, VIP customer complaint tracking, and full lifecycle visibility of network sites. These improvements enhanced governance, streamlined operations, and provided instant business value to C-level executives.

The Cyient Solution

To empower the leading telecom provider with proactive network management, Cyient deployed **VISION™**, delivering automated insights and full lifecycle visibility through key features such as:



Automated VIP Complaints & Incident Tracking

Providing end-to-end visibility into network issues, improving resolution times, and enhancing customer experience.



Dynamic Dashboards for Network Oversight

Real-time insights tailored for C-level executives, enabling faster, data-driven decision-making.



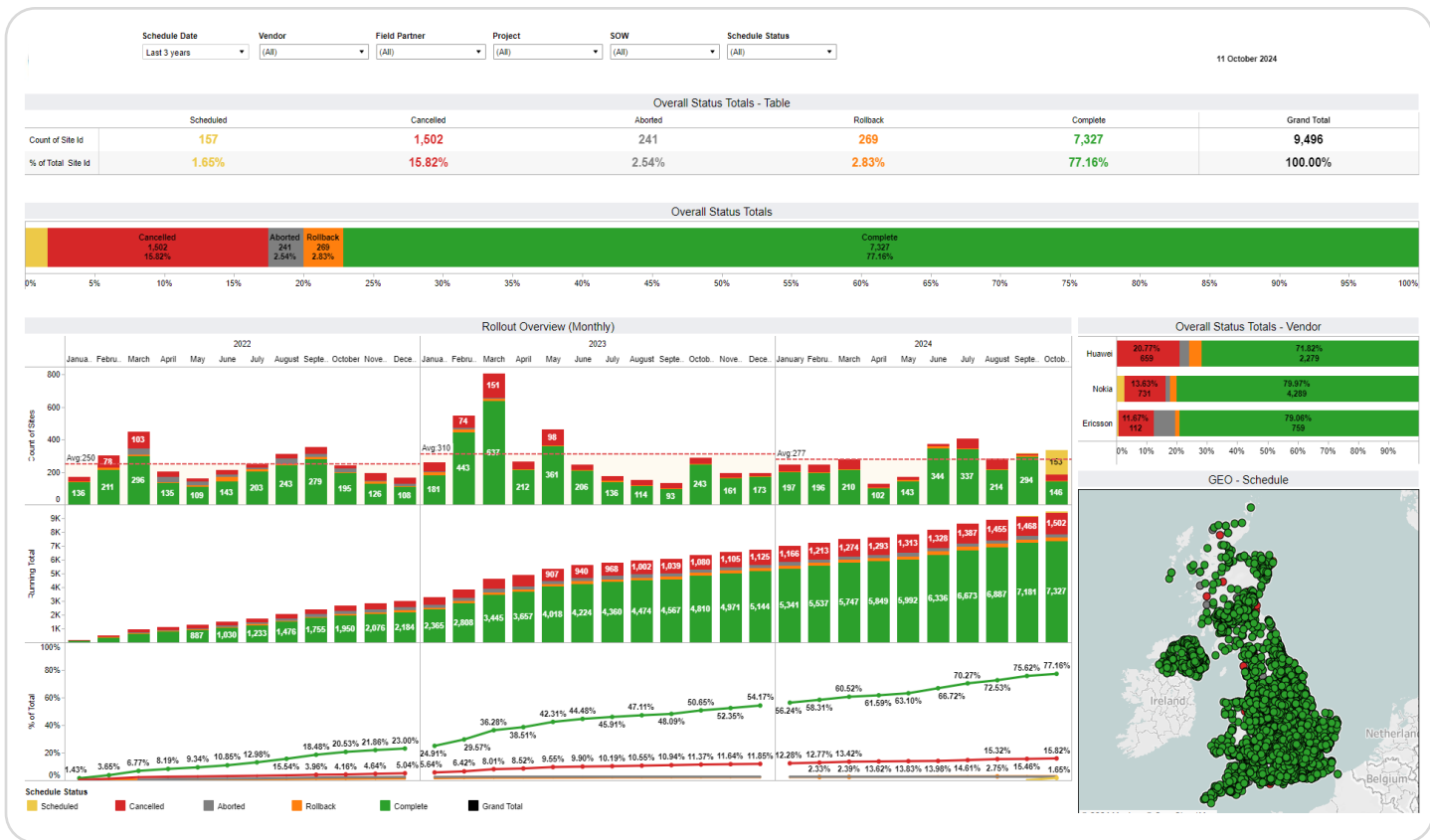
Acceptance Dashboards for Project Tracking

Streamlining program progress and optimizing resource allocation for network rollouts.



Comprehensive Lifecycle Monitoring

Offering a granular view of network sites, vendor performance, and operational efficiency at every stage.



The Results

This collaboration optimized operations, empowered executives with critical data, and transformed the telecom provider's network management through VISMON™, delivering key benefits including:

Real-Time Insights for Faster Decisions

Executives gained instant access to network data, enabling more strategic and proactive management.

Enhanced Governance & Transparency

Improved oversight of managed services, allowing better tracking of performance metrics and vendor efficiency.

Increased Operational Efficiency

Automated reporting and intelligent dashboards reduced manual effort, cutting operational costs and increasing productivity.

Proactive Network Reliability

Identified and resolved issues before they escalated, ensuring continuous service quality and customer satisfaction.

These advancements not only optimized the client's network performance but also reinforced its competitive edge in the telecommunications industry.

To learn more about connectivity offerings, please visit us at
www.cyient.com/communications

VISMON™ is a Cyient suite of solutions that simplifies network management, from planning to optimization and operations, through zero-touch closed-loop automation.

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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.

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