

Internet Service Provider cuts reporting time from 1.5 days to 6 minutes

CLIENT OVERVIEW

Founded in 2005, this Internet service provider grew as a company by recognising that businesses need to stay connected to high-speed, reliable internet without interruption. This internet company provides reliable high-speed fibre and microwave networks which established them as a trusted internet provider, giving them the strategic opportunity to add additional value-added services to their enhanced internet provision. Unfortunately, these services were consuming more of their resources than they anticipated and they were struggling to deliver the services they had planned. With growth plans restricted, they endeavoured to find a feasible technology to expand their services— without increasing costs.

CLIENT CHALLENGE

In order to achieve their growth plans, they began searching for a technology vendor they could work with to intelligently automate their processes. They decided that Thoughtonomy fitted these specifications, and could deliver an agile automation platform to easily fit their business. In line with their provisional service strategy, they were required to deliver service level reporting to their clients on their environment. The service reporting process was resource-intensive and involved employees having to access multiple systems, manipulate data, select key information and then format it into relevant documents. The time taken to deliver customer service reports was at an unsustainable level of 1.5 days, which was preventing them from reaching key service levels within their growth strategy

CLIENT AT-A-GLANCE

CLIENT

An Internet service provider within the U.K

ABOUT CLIENT

A fast growing service provider which delivers high speed, reliable internet to businesses

CHALLENGE AT-A-GLANCE

CHALLENGE

Cut reporting time to help meet SLA's

FUNCTION

Operations

USE CASE

Back Office

“ By providing Virtual Workers, execution time was greatly reduced from 1.5 days to produce a report to a mere six minutes. ”

MANAGER | Telecoms

OUR SOLUTION

Our team set about automating the reporting process so that rather than employees accessing and evaluating multiple systems, a virtual worker would quickly and accurately perform the process. The virtual worker seamlessly replicates employee interactions, accessing multiple systems, cross referencing data, validating requests against service levels and producing reports in the desired formats for clients. By automating reporting with virtual workers, reports that would have taken 1.5 days, are now produced within a mere 6 minutes. In addition to automating reporting, we worked with the business to enhance their customer’s experience, by constructing a web portal so that their customers can access up to date reports on-demand. This internet company can now provide real-time reporting easily, and has freed up valuable resources within the company to face strategic business issues. We are continuing to work with this company to help them meet their growth demands and further enhance their customer’s experience.

SOLUTION BENEFITS

100%

execution accuracy

Improved

Service quality

6mins

Report production

300%

Productivity Increase

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We are an automation technology company, and have created an award winning platform to help you improve the productivity of your workforce. With frictionless deployment and low commitment, we can help you deliver real results fast.

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