

Restoring relationship between service provider and client

Business Challenges

- ! An increasingly fractious relationship between a service provider and its client
- ! A desire by the client to deploy multimedia services on a network that was not delivering traditional services as desired
- ! A pending service renewal contract for existing services and extension into new services



Appropriate Investment
secured to upgrade key elements
of the infrastructure

Overall Network performance
and user experience improved

Client renewed and extended contact
with it's service provider without going through
the costly exercise of tendering process

How we helped

- ✓ Created a common agreed language on user experience
- ✓ Provided visibility across the complete digital supply chain of multiple providers
- ✓ Identified several areas of impairment in multiple towers that were successfully resolved

2.7M
Homes supplied
with gas

12
Critical
applications

1
Dashboard to provide
Digital Supply Chain
Management