



Categories: Case Study  
Date: Feb 10, 2011  
Title: Porting at a Fixed Price

### **BUSINESS PROBLEM:**

The wholesale provider is currently porting telephone numbers from other service providers that are handled manually which are prone to errors and costly in today's competitive market with shrinking margins.

Because of small volumes and the high cost per transaction many of the customer's small resellers could not justify a gateway vendor doing these orders. Since these orders are reselling their facilities, the customer as a service wanted to handle the porting of orders for their customers as part of a service, more cost effectively. Since the order volumes could fluctuate every month the customer wanted a solution that was cost effective and not a variable cost model. The customer also did not have a CAPEX budget and sufficient order volumes to cost justify purchase of the DSET LNP suite.

### **CUSTOMER PROBLEM:**

Customer did not want to continue their current path of hiring new people to handle their order volumes every month. With end user customer churn being unpredictable and high every month they wanted to automate all the LNP processes from their portal to maintain margins and provide a better service offer to their wholesale customers.

### **SOLUTION:**

The customer is currently working with a project team of 5 from DSET to help the customer integrate all the full DSET LNP Suite into their portal so their wholesale customers can enter orders into their portal and API's will automate all the LNP data to a work flow automation engine to automate all their gateway tasks to send all their LNP ports using DSET applications to the ONSP. DSET is involved with the analysis of current business processes; architecture review; design of interfaces to their portal and OSS for a successful product launch for their customer.

The customer also did not want to provide all the resources processes and infrastructure to support the applications. DSET is working with the customer to get all the certification to the various bonded trading partners and will provide personnel and infrastructure (hardware & connectivity) to support the rollout of the offer.

To address the financial concerns and support a fixed cost DSET will be providing their LNP Suite to the customer at a fixed and predictable cost through their ezLease option.

### **RESULTS:**

The results were customer was able to reduce service delivery staff by 30% with higher order accuracy, higher uptime availability and with a fraction of the resources being utilized before and a cost savings of over 200% based on current costs.