



Categories: Case Study
Date: Nov 24, 2010
Title: Software as a Service

BUSINESS PROBLEM:

Customer was using a different service provider than DSET and was sending greater than 3000 LNP orders per month to over 40 Trading Partners. Customer was partially mechanized for some orders but was processing a great percentage of these orders manually. Many orders were not going through the first time due to human error in data entry.

CUSTOMER PROBLEM:

This customer approached their service provider about automation of many of these orders from their Metasolv application to the service bureau infrastructure of their then provider. When they asked their service provider about sending many of these orders (40%) to the non bonded trading partners from their Metasolv application they were given a high quote for the integration and prohibitive cost for the provider to send the orders to the non bonded trading partners.

SOLUTION:

The customer worked along side a project team of 5 from DSET who over the course of several months worked with the customer to provide a work flow automation engine to their enterprise service bus to automate the LNP Processes using DSET applications and Service Bureau personnel. DSET was involved with the analysis of current business processes; architecture review; design of interfaces to Metasolv and the automation of processes between the customer service delivery team and DSET Service Bureau personnel

RESULTS:

The results were customer was able to reduce service delivery staff by 10% with higher order accuracy, higher uptime availability and with a fraction of the resources being utilized before and a cost savings of over 300%.