



Categories: Case Study
Date: Nov 24, 2010
Title: Portout Automation

BUSINESS PROBLEM:

In 2008 the FCC passed a new mandate that said all telecommunications providers had to acknowledge port-out requests in 48 hours in 2008 and 24 hours in 2009. This customer also had a secondary issue in receiving and publishing directory listings orders. If a directory order is published with wrong data the customer faces a liability issue because the info published in their printed directory cannot be changed for 6-12 months. Additionally under an FCC mandate, as an ILEC, they had to be able to provide.

CUSTOMER PROBLEM:

The customer was receiving over 15k port-out requests per month that were being emailed to their service center. To comply with the FCC intervals the customer has no way to track when orders were received and acknowledged and were doing all this manually. Also without proper validation up front, a very large percentage of orders are coming in with bad data the first time, which creates additional manual work to respond.

This customer also receives a large number of Directory orders per month manually by email from various CLEC's. There have been multiple instances where the data was manually input into their DL application with wrong data. Because the bad data was published in the book directory the customer had several liability issues that had to be handled between legal departments.

SOLUTION:

DSET's responded to the challenge by providing their new Gateway applications that were accessible via the web as a portal to the CLEC community.

- Customer is now using the DSET ezViewCSR for CLEC's to pull CSR's. DSET Professional Services Group worked with the customer to customize to their internal database so CLEC's could only pull CSR's from DSET system instead of their internal customer database. DSET did some customization to the GUI to meet customer needs and to build an interface between the databases so data sync's to DSET system on pre-determined time intervals for data integrity and security.
- Customer is now using the DSET ezLocal Receive for CLEC's to electronically submit and validate all port out orders. DSET Professional Services Group re-designed the GU to support the new FCC mandated simple port requirements and to build a LSOG validation rules for the ILEC specific business rules. Future plans by customer are to have DSET Professional Services finish the complete end to end automation into their internal OMS so dual data entry will be eliminated.
- Custome has plans in 09 for CLEC's (and possible end user customers) use the DSET ezLocal Receive for CLEC's to electronically submit all Directory Listings (Simple & Complex Listings) orders through DSET GUI to their Directory Solution. DSET Professional Services Group would re-design the GU to support self service provisioning and status of these orders through a portal.

RESULTS:

During Phase 1 of this project customer was able to:

- Partially eliminate dual data entry
- Reduce errors processed by over 50% with a cost savings of 100%
- Process an average of 20k CSR requests per month and over 15k port-out requests per month

Since customer charges for CSR's the applications are paying for themselves.