



Categories: Case Study
Date: Nov 24, 2010
Title: Directory Listings Automation

BUSINESS PROBLEM:

Service Delivery for provisioning of directory listings services is a very labor intensive process that is costly and prone to human error.

CUSTOMER PROBLEM:

Because of the huge success of their triple play offer (voice, video & data) this customer had a need to implement a work flow integrated solution to process a large number of Directory Listing Orders from Company's OSS through DSET Gateways to specific Trading Partners. Because they did not have an "end to end" automation platform this was a very manual intensive process and orders were having to be sent multiple times to several bonded LEC's through GUI's and many regionally based CLEC's who published their own books.

- The challenge the customer faced was moving from their legacy homegrown application running on a mainframe to a server environment where LSOG changes would be tracked and supported by their vendor.
- Because of the large volume of orders and custom databases to access the customer wanted to try to conserve as much of their core application they developed and wanted to have DSET Professional Service assist them with the integration to all their internal applications and the DSET Directory Solutions

SOLUTION:

The customer purchased 2 DSET applications to integrate into their environment. First they purchased the DSET exWinCSR to have capability to pull CSR's from existing LEC's to validate against for address validation. The customer also purchased ezDirectoryListings which gives them the modules they need to send DL orders to bonded, mechanized and non-bonded trading partners.

Next DSET provided a team consultants who over an 4 month period worked with the customer to provide a work flow automation engine. DSET was involved with the analysis of current business processes; architecture review; design of interfaces to custom OSS and COTS billing platform; programming and development of new interfaces and GUI changes; testing and implementation of new interfaces and on-going support.

RESULTS:

Upon completion of the project the customer will save over 300% how they are processing directory solutions today.