Telecom Services Case Study

How Enable delivered ServiceNow to transform CX in 60 days for Radius

The business problem

- Needed to upgrade order lifecycle process from sales leads to provisioning of services
- Only 60 days to launch new RED Fiber service to new customer base
- Time consuming, manual process for new sign-ups
- Slow response times to customer requests
- Full-time encoders needed to process manual forms

The solution

- Fully digital cloud-based customer to billing platform
- Mobile application for new customer sign-ups
- SN Automation Engine
- Automated end-to-end process for new customers

The outcomes

- Improved customer request response time
- Exceptional customer service experience
- Redistribution of 14 full-time encoders to other tasks
- Frictionless CX through every step of the order lifecycle
- 80% faster to deliver new installations
- 60-day project turnaround time

Testimonial

"Our field operations team has been able to save a total of 72 hours each day—that's equivalent to nine full-time workers."

- Rocky Bacani

servicenow Modules

☑ CSM	☐ ITSM	☐ SPM
☐ IRM	☐ SecOps	☐ Integration Hub
☑ FSM	☐ ITOM	☐ ITAM
☐ HRSD	☑ App Engine	☐ Connected Ops