

Nine years of zero penalty and 100% SLA compliance for a US network operator



The Client

Client is the third-largest wireless network operator in the United States. With a subscriber base of **55 million, and annual revenues of \$35.5b**, there is a need is for reliable service and dependable operations support. However, with **40+ applications and a complex business environment**, they faced many challenges. Mphasis has worked with them since December 2004 to achieve their business goals.

Business Objective

The company's business objectives include –

- Application maintenance and support
- Application development and testing-related services
- Technology: Mainframe, Java, Oracle, VB, .NET, AS400, C/C++, Natural Adabas, Lotus Notes, Livelink, Sharepoint, ACTUATE

The Process: How Mphasis Helped

Mphasis began with a roadmap and plan to provide development and production support for 115+ applications. Customer care support for any issues related to network provisioning applications was essential. End-to-end ownership of generating invoices for residential and enterprise wireline customers, with system upgrades, data migration and performance tuning was provided to build a solid infrastructure to enhance service and operations. Billing was also handled by Mphasis till completion, with ownership of the entire wireline billing suite of applications that includes mediation, rating, invoicing and collections. In addition to customer support, Mphasis was also responsible for generating sales compensation reports for 6,000 sales representatives.

Value Delivered



Zero penalty and 100% SLA
compliance achieved for the past 9 years

15% reduction

in the overall incident counts in FY13
compared to FY12



Zero post-production defects

Generated 70.68 million

invoices on-time, that contain 4 billion calls
and 16.46 billion minutes of duration



Ensured billing of \$8.8b revenue
through smooth functioning of wireline invoice
processing system during 2012-2013

Ensured that there are no

delays in the **53 different bill cycles**
that run on every month



Ensured that 18,000 statements
and reports are produced on-time every month
for sales compensation analysts and sales
representatives

About Mphasis

Mphasis is a global Technology Services and Solutions company specialising in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimised operations for clients.

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