**MOURI TECH**®

Accelerating **Telecom Digital Growth** and **Customer Experience** with **ServiceNow Framework**

Client Overview

The client is a leading telecom provider delivering broadband, wireless, and managed services across North America, the Caribbean, and Latin America. They are looking to overcome operational challenges, including an outdated customer portal, slow onboarding, manual service handling, and fragmented asset management. Security risks and governance gaps in their ServiceNow setup further hinder efficiency. They aim to modernize operations and streamline service delivery. These initiatives are expected to enhance customer experience, operational agility, and compliance across the organization.

Problem Statement

With the rising demand for high-speed connectivity, the client encountered significant operational and service delivery challenges that hindered agility, customer satisfaction, and scalability. Key pain points included an outdated customer portal that reduced efficiency and ease of use, lengthy onboarding processes caused by slow IT service workflows, and manual handling of service orders that increased errors and operational delays. Additionally, the existing ServiceNow setup was exposed to security vulnerabilities and lacked proper governance, while a fragmented asset management system limited visibility and compliance across operations.
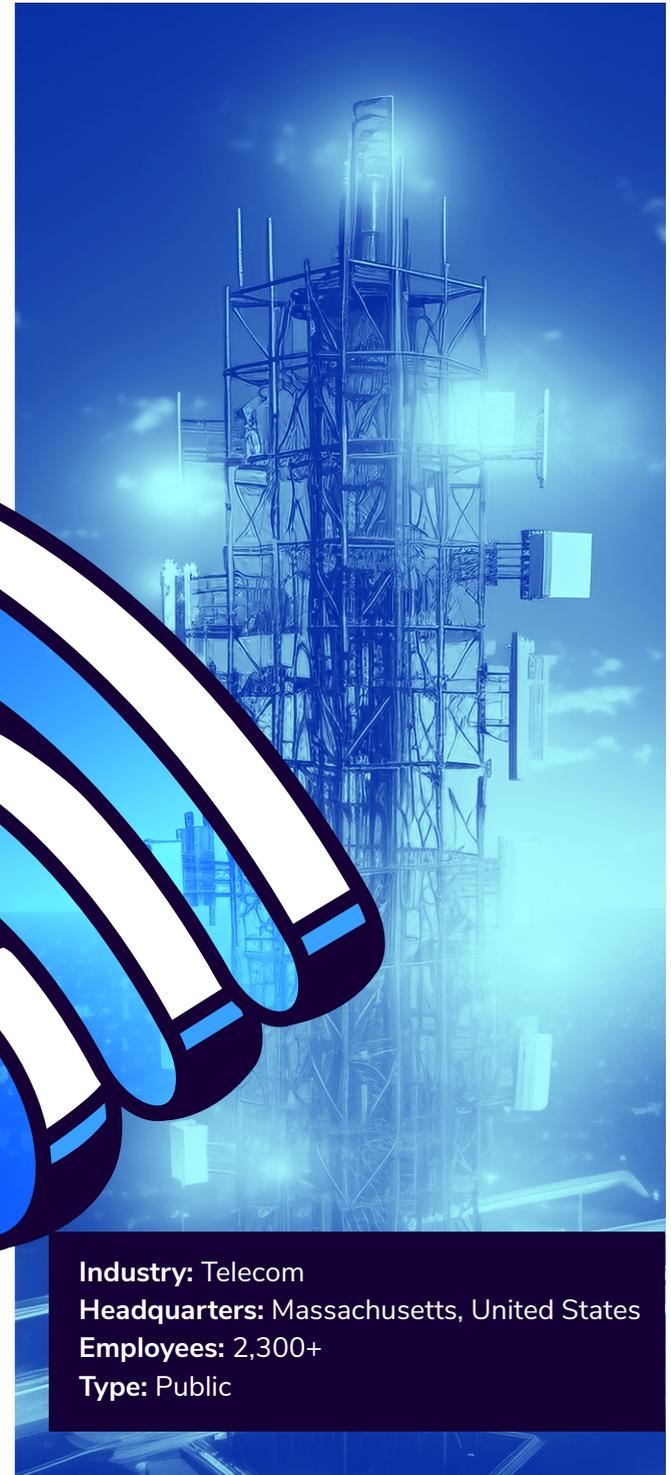
Industry: Telecom
Headquarters: Massachusetts, United States
**Employees:** 2,300+
Type: Public

Solution

To address these challenges, a ServiceNow-powered framework was implemented to simplify, automate, and secure operations, guided by a transformation roadmap using key ServiceNow modules.

- **Streamlined Service Delivery:** Designed a clear roadmap aligning technology with business priorities to ensure efficiency, scalability, and measurable outcomes.

- **Automated Onboarding & Activation:** Reduced manual effort, accelerated turnaround times, and delivered a smoother experience for customers and internal teams.

- **Proactive Network Monitoring:** Connected OSS for faster detection and resolution of issues, improving network reliability and uninterrupted services.

- **Centralized IT & Asset Management:** Unified operations for better resource control, visibility, and compliance across departments.

- **Enhanced Governance & Security:** Implemented automated workflows and stronger access controls to minimize risks, ensure consistent approvals, and safeguard critical systems.

Business Outcomes

Engagement delivered clear and measurable business value earned:

- **Faster Onboarding & Activation:** Minimized errors, accelerated service delivery, and improved customer satisfaction.

- **Modernized Customer Experience:** Introduced an intuitive self-service portal, enhancing usability and engagement.

- **Operational Efficiency:** Centralized ITSM and automated workflows streamlined processes across functions.

- **Improved Network Reliability:** Proactive monitoring reduced downtime and ensured uninterrupted services.

- **Stronger Governance & Compliance:** Automated controls enhanced security and minimized risk exposure.

- **Scalable Support Capabilities:** Enabled smooth continuity across subsidiaries and diverse service lines.
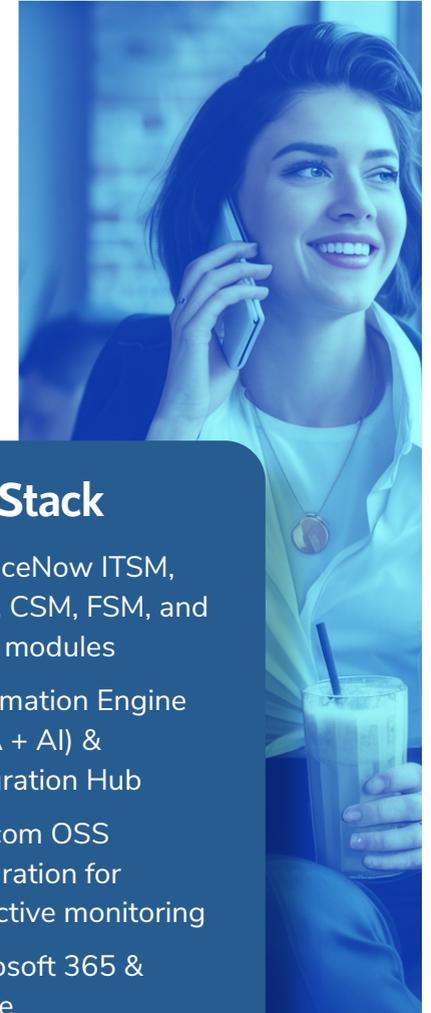
Tech Stack

- ServiceNow ITSM, TSM, CSM, FSM, and GRC modules

- Automation Engine (RPA + AI) & Integration Hub

- Telecom OSS integration for proactive monitoring

- Microsoft 365 & Azure

ServiceNow CoE at MOURI Tech

MOURI Tech is committed to guiding you through the ServiceNow journey by delivering transformative solutions that accelerate innovation and drive sustainable growth. We provide end-to-end ServiceNow solutions, from consulting, implementation, integration, service orchestration, to training and support. Our specialist team offers industry expertise and tailored solutions to help solve unique business challenges and drive digital transformation effectively.