WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Service Level Agreement (SLA) obtainment

About the Client

A global leader in video and broadband services, delivering high-quality, cost-effective connectivity worldwide. Despite a strong technical foundation, the organization relied on manual processes to monitor SLA (Service Level Agreement) compliance and pursue credits for service disruptions-often missing out on entitled refunds due to inefficiency and lack of consistency.

Challenge

- Incurred losses from inconsistent SLA tracking and manual claim processes
- Outage data from ServiceNow® was underutilized, leading to missed credit opportunities
- Lacked visibility and automation to identify and recover eligible refunds
- Needed an integrated solution to automate SLA credit recovery at scale
- Required a hands-free approach that minimized the burden on internal teams

Solution

- Seamless, API-driven integration between ServiceNow™ and Warner's ETM platform
- Automated identification and tracking of SLA-impacting outages
- Real-time visibility into credit eligibility and claim status
- Centralized reporting for SLA trends, provider performance, and financial impact
- Hands-free credit recovery process, reducing manual workload
- Scalable architecture designed to support ongoing automation and growth using RPA

Results

Cost Savings: $200,000+ in annual SLA refunds recovered

Operational Efficiency: Substantial time savings by eliminating manual claim processes

Enhanced Visibility: Customized dashboards for real-time SLA claim tracking and carrier scorecards

Scalability: Reduced soft costs across operations and support teams with visibility to multiple business units