

SLA Credit Recovery

Automation and managed services to capture savings

\$200K+

In SLA refunds recovered annually

Hands-free

Automated credit recovery for internal teams

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 Service Level Agreement (SLA) compliance and pursue credits for service disruptions, often missing refunds it was entitled to.

THE CHALLENGE

- Losses from inconsistent SLA tracking and manual claim processes
- Outage data in ServiceNow® was underused, leading to missed credits
- No automated way to identify and recover eligible refunds
- A need for an integrated solution to recover credits at scale
- A hands-free approach that minimized the burden on internal teams

OUR SOLUTION

- 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 on SLA trends, provider performance, and financial impact
- Scalable architecture built for ongoing automation and growth using RPA

Results

COST SAVINGS

\$200,000+ in SLA refunds recovered annually

ENHANCED VISIBILITY

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

OPERATIONAL EFFICIENCY

Significant time savings by eliminating manual claim processing

SCALABILITY

Reduced soft costs across operations and support teams, with visibility across multiple business units