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INTEGRATION CASE STUDY: Automating SLA Credit Claims

ABOUT

A global provider of high-quality, cost-effective video and broadband services worldwide had used manual and non-systematic procedures to attempt to monitor SLA compliance with broadband providers, and employed inconsistent, time-consuming efforts to obtain valuable SLA-based credits for out-of-spec service interruptions or non-compliant bandwidth.
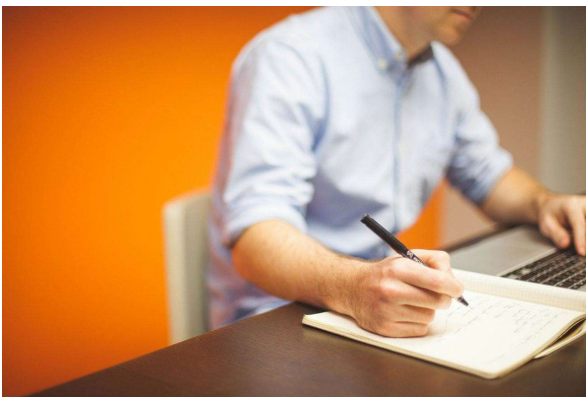
REQUIREMENTS

The organization required effective integrations and automations to systematically report, pursue and obtain all contractual SLA refunds to which they were entitled. The organization was able to use ServiceNow™ to capture and report relevant outage data, providing an integration opportunity.

SOLUTION

Warner Telecomm deployed its advanced systems to ingest all relevant outage data via API integration with the client's ServiceNow™ system, and implement the robust process automations of the Warner ETM solution to fully automate SLA refund claims — all ticket-tracked on Warner's BI Portal dashboards for real-time status.

RESULTS

Warner obtained over $200,000 in annual SLA refunds for the client, dwarfing SLA credits previously obtained by the client, and also saving the client substantial employee time and other soft costs. The data Warner has assembled, via associated customized dashboards, also gives the client unique insight on carrier uptime and performance scores for carriers.

Savings that pay for our services. Guaranteed.

We're so confident that our approach reduces your telecommunications expenses that it comes with a 150% money back guarantee.