

## HCL BPO's expertise improved operational effectiveness and performance

### Client Background

The Client is a leading broadband communications company and the third-largest publicly traded cable operator in the U.S. A Fortune 500 organization, the Client has approximately 16,500 employees in three geographical divisions nationwide and serves more than 5.7 million customers in 29 states.

The Client offers a full range of advanced communication services, including video, high-speed Internet, and VoIP. The Client serves more than 700,000 telephone customers nationwide, and is now available to nearly eight million homes.

### Business Need

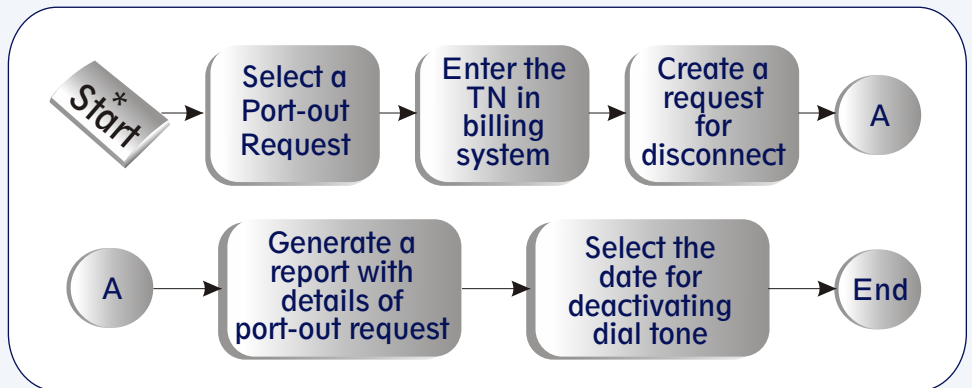
The client was faced with the challenge of processing the Local Service requests for port aways without delay. There was also the added issue of reducing the increased error rates while processing these requests. The client thus wanted to ensure:

- Reduced cycle time on Local Service Request (LSR) processing
- Provision timely port-out telephone numbers
- Reduced error rates in LSR processing
- Improved quality of work

### Process Description

The Client faced the issue of delays in addressing the port-out request. HCL not only helped reduce the cycle time on LSR processing but also greatly reduced the error rates. HCL's Port Away team processed the requests received from Competitive Local Exchange Carriers (CLECs) to port-out the telephone numbers from the Client's switch. A report is then generated with details of the port-out request and the date for deactivation. Confirmations are then sent to the CLECs who port-in these telephone numbers in their switch.

This process of report generation and confirmation led to timely port-out of telephone numbers and also immensely improved the quality of work.



### Benefits to the Client

HCL's solution brought both immediate as well as long-term benefits to the Client. HCL's expertise not only reduced delays in processing the requests but also greatly improved the quality of the orders processed.

- The transition of the process was completed in two weeks
- Consistently maintained 98% quality in Order Provisioning
- The team was cross-trained in provisioning for better utilization during spikes
- Improved the Turn Around Time (TAT) by 50% within a span of seven days

### Value-Adds

Apart from addressing the business needs of the Client, HCL also provided certain value-adds to the Client:

- Improved capacity and utilization through cross-training across processes and markets
- Smooth launch of new applications