

Republic of Ireland Mobile Telecoms Operator Case Study

Situation

A global mobile telecoms provider's Republic of Ireland business approached Obrar to undertake an IT due diligence exercise on the contact centre technology infrastructure following a number of issues related to the performance and reliability of telephony and call routing infrastructure. The request of Obrar was to review all areas of design, development and installation of the incumbent technology, applications with a strong focus on resilience, and operational stability.

Action

Obrar consultants conducted a thorough review and audit of the contact centre telephony infrastructure. A report was created providing a number of recommendations which, when completed would ensure that the telecoms provider's business could grow with confidence around its Contact Centre Telephony Infrastructure and more importantly maintain a high level of resilience.

The report highlighted key areas of concern and suggested that the next steps following the review would be to plan short term changes and implement them as soon as possible and thereafter plan for the long term taking into account any of the mobile operator's strategic roadmaps/plans.

Along with the project sponsors Obrar was asked to present their findings to the mobile operator's senior executives. The report and presentation allowed the mobile operator to make a decision to go to market to find a replacement solution for the ageing telephony infrastructure.

Our consultant was asked to complete and document a thorough set of business (functional) and non-functional requirement that would enable the mobile operator to complete an RFI and RFP for a future IPT solution and allow suppliers to tender for the new infrastructure.

Obrar were asked as an independent and technology agnostic company to assist with the RFP reviews and vendor selection process. Obrar were involved in the creation of the RFP, support RFP

Q&A process, evaluation of the RFP responses, creation of an RFP evaluation matrix, production of detailed architectural diagrams and assist in the vendor selection.

Following the selection of the chosen technology platform (Genesys), Obrar were retained to produce the design and manage the selected suppliers implementation, testing and management into operational service.

Results

A vendor was successfully selected for the mobile operator's future IPT solution based on the rigorous RFP selection process.

The successful vendors IPT solution was based on Genesys' IPT architecture. Given Obrar's experience within the Genesys arena the mobile operator had no hesitation in requesting that one of our consultants lead the implementation project.

The mobile operator's new contact centre IPT solution was successfully delivered within the given timescales. The Obrar consultant's knowledge over the timeline of the project was key to a successful implementation.