

SAMTEST Case Study: Carrier Service Turn-up Testing

Reduced provisioning time leads to faster customer fulfilment



Integra Telecom wanted to improve its field operations to ensure quicker service turn-up times for customer sales order fulfilment

Challenges:

- Large percentage of service turn-up failures after provisioning
- Time consuming to trouble-shoot and resolve failures using manual processes
- Expertise to trouble-shoot more complex issues limited to core team

Veryx SAMTEST helped address each of the above challenges in a single tool.

Outcomes:

- Higher customer satisfaction with turn-up time reduced from months to days
- 75% opex savings for field service turn-up testing



SAMTEST's built-in automation that reduces the time it takes to provision and turn-up our services, greatly improves Integra's customers' experience.”

- Michael Sharpe, COO, Integra Telecom