CLIENT

A Fortune 50 Global Telecom Operator

DEPLOYED

within 21 days

DESCRIPTION

Deployed an AI-powered field and operations solution that improves first-time fix rates, accelerates rollouts, and lowers OpEx.

THE IMPACT

$150M+ ANNUAL OPEX SAVINGS	23% IMPROVEMENT IN FIRST-TIME FIX RATES	+10 INCREASE IN NPS IN KEY SEGMENTS

CHALLENGE

Field technicians and network operations teams were working in silos. Technicians in the field spent hours navigating outdated manuals, fragmented regional apps, and vendor portals - often in different languages - just to complete routine installs and repairs. Meanwhile, regional operations and NOC leaders were forced to rely on delayed, inconsistent data from multiple ERPs and ticketing systems, leaving them without a single, real-time view of workforce performance, safety, or service quality. The absence of a unified operations backbone slowed network rollouts, inflated operating costs, and put sustained pressure on customer experience.

THE SOLUTION

Unframe deployed an AI-powered field and operations platform that unified data and workflows across ERPs, ticketing systems, and vendor portals. Technicians gained mobile, multilingual guidance to improve first-time fix rates, while NOC and regional leaders had a single real-time view of workforce, safety, and service quality. The result was faster rollouts, lower costs, and stronger customer experience - shifting operations from fragmented and reactive to connected and predictive.

"Unframe's solution improved our first-time fix rates, accelerated rollout velocity, and lowered operating costs. On the back of this success, we've already expanded into additional AI use cases with the team to unlock even greater impact."

EVP, Network Operations - A Fortune 50 global telecom operator