RESOLVE

Cable & Wireless Communications Balances Skill Set, Drives Faster Incident Resolution

Cable & Wireless Communications has come a long way, and a lot has changed, since it began providing communications services in the English-speaking Caribbean more than a decade ago. After accelerated growth through strategic acquisitions, the company is positioned to be one of the largest triple-play communications services company, providing high speed Internet, TV and landline phone service, to customers throughout the island states that make up the Caribbean. In addition, Cable & Wireless provides wholesale services in Central America. All in all, Cable & Wireless Communications serves more than half a million residential and business customers and several thousand wholesale customers.

Providing communication services in a beautiful and idyllic island country that is also geographically dispersed and disparate is more challenging, and complex, than one might think. Not only do occasional weather threats, like hurricanes, pose threats to network uptime, Cable & Wireless Communications faces stiff competition for residential and business customers. Putting the customer first by creating a stellar customer experience is what sets Cable & Wireless Communications apart from the competition and is one reason they continue to grow.

However, Cable & Wireless Communications soon realized that as they moved from analog services to digital services to IPTV, the services they offered became more complex and more difficult to diagnose and troubleshoot. The manual method they had employed to diagnose outages related to customer provisioning and network issues was no longer feasible as the event call volumes began to increase to thousands per day.

Cable & Wireless Communications

ABOUT CABLE & WIRELESS:

- Provider of high-speed internet, TV and landline phone service to customers throughout the Caribbean

- Serves more than half a million residential and business customers and several thousand wholesale customers

CHALLENGE:

- Needed a solution that had the breadth to provide L1 to L3 engineers with a common toolset

- Needed to equip front line Customer Service Reps with a tool that would prevent call escalation and enable them to resolve calls faster

SOLUTION: RESOLVE ACTIONS

- Drive incident resolution using Resolve's interactive automation capabilities

- Enable Customer Service Reps with the knowledge to quickly handle incidents

- Support staff now works on a common tool where they are easily able to validate and troubleshoot

- Centralized call center imparts high level knowledge on less experienced agents

RESOLVE ACTIONS

99%
FASTER RESPONSE

RESOLVE

CHALLENGE:
ENDING THE PING PONG EFFECT

One result of using the manual method to diagnosing service incidents was the ping pong effect. If the frontline Customer Service Representative (CSR) wasn't able to resolve the incident, it was escalated to Level 2 and Level 3 engineers, and sometimes expensive service trucks were sent out to customer sites unnecessarily. Not only was the inability to diagnose and resolve customer incidents on the first call impeding Cable & Wireless Communications' goal to provide the highest level of customer service, it was becoming expensive, from both a time and resource perspective.

Cable & Wireless Communications knew what they needed – a way to improve the incident resolution process across systems and empower their engineers to more quickly resolve incidents. Aside from automation and process guidance capabilities, Cable & Wireless had other criteria for an incident resolution system. For example, it must tightly integrate with its network monitoring software, as well as HFC, IPTV, billing and provisioning systems, and be able to validate and troubleshoot incidents while providing a flexible, customizable, and simple-to-use dashboard approach to incident resolution management.

SOLUTION:
ACCELERATING INCIDENT RESOLUTION

They turned to Resolve Systems to accelerate incident resolution and to revamp customer support processes.

"Resolve has become our go-to Swiss Army knife, so to speak," explained Andre Foster, the CIO of Cable & Wireless Communications. "Not only does it validate, diagnose, and troubleshoot network incidents, but we've also been able to equip frontline support to handle incidents that would have previously escalated to L2 or L3 engineers. Resolve integrates information from our billing systems with information from the network elements, our network management system, and our ticketing system, so it really helps deliver a 360 view of our customer. Thanks to Resolve, we've reduced call response times and resolve more customer issues on the first call."

Resolve integrates Cable & Wireless Communications' existing systems, uniquely providing comprehensive capabilities for applying automation and process guidance

> "Resolve is the Swiss army knife of technology… it's the tool that integrates with all of our platforms and has crossed the boundaries of the different [IT] silos…"
>
> **– Andre Foster, CIO, Cable & Wireless**

to all incident resolution procedures in network and IT operations, including the full automation of select procedures for complete machine execution, and the partial automation of engineer-driven procedures, where automated steps can be embedded into guided manual procedures. Resolve also diagnoses problems within the company's complex network infrastructure where problems can originate anywhere in the network. Resolve allows Cable & Wireless Communications to identify exactly where the incident is occurring and whether a field technician should be deployed to investigate further.

Resolve also allows Cable & Wireless Communications' engineering teams, frontline and L2/L3 support to collaborate and apply feedback and continuous improvement to processes, which is critical to maintaining complex, constantly changing operational environments. Resolve's comprehensive approach to automation enables the company's operations teams to accelerate the resolution of any incident that they face, from the simple to very complex, whether they are using full automation to address the repetitive and simple incidents or prescriptive process guidance and embedded automation to address the most complex incidents.

"We've tried other methods and toolsets for incident resolution, but what we found is that these solutions didn't always have the full breadth of being able to provide our first level, second and third level engineers with a common toolset," said Foster. "Resolve really bridges that gap for us. It's also the tool we rely upon to integrate with new platforms as they're rolled out. Whether IPTV or a new GPON infrastructure, Resolve validates the installation or troubleshoots if necessary."

FACILITATING CALL CENTER CONSOLIDATION & EMPOWERING FRONTLINE SUPPORT

After Cable & Wireless Communications underwent consolidation of its call center operations into one single location in Trinidad, they realized they also needed to equip call center personnel, including front line CSRs, with the tools they needed to handle more customer calls in less time, and prevent as many incidents as possible from escalating to L1, L2 and L3 engineers. Resolve is able to validate and diagnose incidents automatically, such as whether a node is offline, and CSRs are able to resolve more issues without escalating the incidents to the engineering team.

"Resolve has really helped to facilitate our call center reorganization and centralization initiatives, so as we move call centers between countries, our staff has the same exact toolset to troubleshoot incidents, even in locations where they may have little to no local knowledge," explained Foster. "Resolve is a big part of the effort to consolidate our call centers into one single location which will service the entire region. From that perspective, Resolve is key to the success of our consolidation initiative."

RESULTS: BRINGING RESOLVE HOME

Now that Resolve Software System is providing the streamlined approach to call center support that Cable &

Wireless Communications knew was critical to increasing the quality of the customer experience while increasing operational efficiency, they are now working on the next phase of Resolve deployment which includes self-service. Customers will be able to use Resolve to do service "health checks" on their own. Customers can diagnose and fix specific issues on their own time, including resetting their set-top box or just finding out whether there's a service outage in their area.

"From an organization perspective, I think the best way to qualify the impact Resolve has had on our organization is it actually enables the front line CSRs to not just be 'first call responders,' it actually makes them the first call to resolution, which is a huge change for us," said Foster. "Typically, a call would come into the call center and it would take much longer to resolve that issue or it would escalate to next tier support. Resolve's automations have diminished our time to resolution significantly."

This is just the next step in their continuing commitment to customers across the Caribbean, said Foster. "Now that Resolve has helped us to decrease call response times, and handle more calls with less potential for escalation, our goal is to continually improve the customer experience across the board by allowing customers to bypass the call center altogether and resolve some issues on their own."

ABOUT RESOLVE

Resolve helps IT teams achieve agile, autonomous operations with an industry-leading, enterprise automation and AIOps platform. By combining insights from artificial intelligence with powerful, cross-domain automation, Resolve handles a wide array of IT operations – from performing dependency mapping, advanced event correlation, and predictive analytics to intelligently automating actions based on those findings. Purpose-built to handle increasing IT complexity, Resolve enables organizations to maximize operational efficiency, reduce costs, quickly troubleshoot and fix problems, achieve unprecedented performance, and accelerate service delivery. See why the Fortune 1000, leading MSPs, and the largest telcos on the planet trust Resolve to power more than a million automations every day, ranging from simple, repetitive tasks to insanely complex processes.

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