10x People

10x OWL

CUSTOMER SUCCESS STORY
BANDWIDTH REALIZES 70% TIME SAVINGS
USING 10X PEOPLE OWL ORDERING SOLUTION

HOW 10X PEOPLE AUTOMATED A SERVICE PROVIDER'S TELEPHONE NUMBER ORDERING PROCESS

Overview

Industry: Telecommunications Service Provider
Company Size: $700 million USD
Location: United States
Solution: OWL Number Resource Ordering

The Challenge

Bandwidth manages millions of telephone numbers and needs to ensure they have telephone numbers available across their network at the right time for customers. The carrier required a solution that was not only agile and automated but also cost-effective and capable of precisely managing such a large-scale process.

Bandwidth faced a cumbersome and time-consuming manual process for ordering telephone numbers. This involved:

- Multiple spreadsheets and data entry: Clients had to manage orders across various spreadsheets, leading to data inconsistencies and potential errors.
- Manual order submission: Each order required individual submission, creating a bottleneck and slowing down the fulfillment process.
- Time-consuming order tracking: Clients had to manually track the status of each order, leading to delays and frustration.
- High risk of human error: Manual processes increased the likelihood of errors in orders, resulting in costly corrections and potential service disruptions.

In the rapidly evolving telecom sector, efficiently ordering new telephone numbers to ensure sufficient resources for customers is a critical advantage. That's where 10x People comes in. 10x People Ordering Wizard and Logistics has shown to reduce time savings by 70% allowing service providers to focus on more critical numbering decisions and let OWL manage much of the ordering process.

The Solution

10x People researched the industry ordering workflow and automated and simplified much of the process. Because Bandwidth submits mass amounts of orders each month, this savings greatly impacts their ability to focus on more critical numbering decisions.

10x People recognized the need to optimize the telephone number ordering process. Implementing OWL allowed Bandwidth to achieve a remarkable 70% reduction in manual effort, resulting in significant time and cost savings, improved accuracy, and increased customer satisfaction.

OWL streamlines the cumbersome existing ordering process while providing their numbering team with tracking and management capabilities.

OWL ensures Bandwidth can acquire the telephone numbers they need at the right time optimizing operational efficiency, reducing costs, and enhancing the customer experience.

More about OWL's Automation

The OWL tool enables customers to:

- Automate order processing by automatically validating, processing, and submitting orders to NANPA, eliminating manual intervention.
  - Automatic population and submission of NXD record creation to TRA BIRRDS
  - Automatic population and submission of Part 4 forms.
  - Automatic tracking of Part 3 responses
  - Automatic addition of approved resources to 10x nVentory if licensed

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Results

Thanks to 10x People's OWL solution, **Bandwidth saw a decrease in work by 70%**. This time savings allowed them to focus on other important decisions for ensuring their market success.

The implementation of the OWL yielded significant benefits for Bandwidth including:

- 70% reduction in manual effort: Clients saved significant time and resources by eliminating manual data entry and order submission.
- Improved order accuracy: Automation reduced errors, resulting in faster and more reliable order fulfillment.
- Increased efficiency: Streamlined workflows allowed clients to process orders more quickly and efficiently.
- Enhanced customer satisfaction: Clients expressed greater satisfaction with the improved ordering process and faster turnaround times.

> " The access to real time data that the OWL tool provides has helped immensely when it comes to forecasting and ordering new number blocks. The tool saves us time operationally, but also enables us to feel confident that we are keeping up with overall demand and customer trends. With the help of the OWL tool we are able to support the high demand we face from our growing customer base. "
>
> **Taylor Bradshaw**
> **Senior Manager of Global Number Inventory, Bandwidth**

Conclusion

Automation drives efficiency: By automating manual tasks, businesses can significantly improve efficiency and reduce costs.

Software innovation solves real-world problems: OWL demonstrates the power of software to address specific business challenges. Customer-centric solutions deliver value: Focusing on customer needs and providing solutions that improve their experience leads to increased satisfaction and loyalty.

When it comes to telephone number management, 10x People delivers beyond expectations. We're not just a SaaS solutions provider; we are a strategic partner dedicated to your telecom success.

Our commitment to seamless workflows, cost efficiency, and operational excellence ensures that your business can navigate even the most complex challenges with confidence and agility. Just as we've empowered major carriers to streamline their processes and achieve their goals, we're here to help you do more with less, leveraging our innovative solutions to drive your success in a rapidly evolving industry.

What Else Can OWL Do?

- **Visualize telephone number counts and statistics for knowing when and how much to order.**
- **Provide customizable order tracking actions**
- **Track orders in real-time with user friendly GUI and API: Clients gain access to a centralized dashboard to monitor the status of all their orders.**
- **Reduce errors and improve accuracy: Automation minimized the risk of human error, ensuring accurate and efficient order fulfillment.**

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