

CUSTOMER SUCCESS STORY

**SINCH REALIZES 70% SAVINGS USING
10X PEOPLE OWL BATCH ORDERING SOLUTION**



HOW 10X PEOPLE AUTOMATED SINCH'S ORDERING PROCESS AND TRACKED HUNDREDS OF CODES FROM NANPA

Overview

Industry: Telecommunications Service Provider
Company Size: 150K customers in 62+ countries
Location: United States
Solution: OWL Batch Number Ordering

The Challenge

Sinch needed to automate the ordering process and tracking of hundreds of blocks and codes from NANPA each month. Their objective was to eliminate errors and simplify the cumbersome manual process, which involved:

- Multiple spreadsheets for order management, leading to data inconsistencies and potential errors.
- Manual order submission that created slowed down the fulfillment process.
- Clients had to manually track the status of each order, leading to delays and frustration.
- Overly manual processes that increased the likelihood of errors in orders, which could result in costly corrections and potential service disruptions.
- Resource planning was hard to manage due to inconsistent order volumes

Sinch required a solution that was not only agile and automated but also cost-effective and capable of precisely managing such a large-scale process.

For carriers, the ability to order new telephone numbers efficiently to have ample resources available for customers is essential. 10x People created an automated batch workflow to easily and quickly submit multiple resource requests at a single time to NANPA using Ordering Wizard and Logistics (OWL).

The Solution

10x People recognized the need to optimize Sinch's telephone number ordering process. By developing a new batch processing feature within its OWL application, Sinch achieved a remarkable 70% reduction in manual effort, resulting in significant time and cost savings, improved accuracy, and increased customer satisfaction.

OWL Batch Processing Enabled Sinch To:

- Upload bulk orders containing hundreds or thousands of telephone resource requests in a single batch.
- Store customer data to automatically populate request fields and minimize the data entry for order requests.
- Automatically validate, process, and submit orders to NANPA.
- Submit block requests that provided for automatic conversion to code-pool replenish or split orders.
- Track orders in real-time through a centralized dashboard. API response notifications alert Sinch to order submission updates including automatic error correction. This reduces time waiting for errors from NANPA and a final submission completion report.
- Reduce errors and improve accuracy through automation, which minimized the risk of human error.

Interested in exploring our OWL service? Contact us today.

Results

Thanks to 10x People's OWL solution, Sinch saw a **70% reduction in manual effort**. This time savings allowed Sinch to focus on other important decisions to ensure their market success. Other significant benefits for Sinch included:

- **Improved order accuracy:** Through automation, Sinch reduced errors, resulting in faster and more reliable order fulfillment.
- **Increased efficiency:** Streamlined workflows allowed Sinch to process orders more quickly and efficiently.
- **Enhanced customer satisfaction:** Clients expressed greater satisfaction with the improved ordering process and faster turnaround times.
- **Cost savings:** Reduced manual effort and improved accuracy translated into significant cost savings for Sinch.
- **Confidence in resource needs** based on OWL's ability to process high volumes at a time



I can count on OWL to save our team significant time in the number ordering process. OWL gives me confidence that I do not need to allocate additional resources over higher volume ordering time periods. OWL can manage the variability of my ordering so that I don't have to think about it.

Rob Brezina
Sr. Director of Service Delivery for Sinch Voice



Conclusion

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

Software innovation solves real-world problems: 10x People's OWL batch process demonstrates the power of software to address inefficient processes.

Customer-centric solutions deliver value: Focusing on specific customer needs helps create customized solutions that make an impact.

When it comes to managing telephone numbers and resource requests, 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 number ordering, cost efficiency, and operational excellence ensures that your business can navigate even the most complex challenges with confidence and agility.

About 10x People

We're on a mission to empower carriers and service providers with innovative software solutions that enhance number intelligence, streamline inventory management, and optimize TN ordering and porting processes for a smarter, more efficient numbering landscape.

10x People is revolutionizing telecom with innovative numbering management and ordering services that are resetting the standard for simplicity and efficiency in the industry.

Learn more at www.10xpeople.com