

# Tellabs® Delivers Inventory Management for Wireless Provider in Latin America

Tellabs® Global Services helps large Latin American mobile customer improve business efficiency and reduce operating costs with an innovative, fully-customized inventory management solution.

## Business challenge

In the 12 month period leading up to mid-2010, one of South America's fastest growing telecoms services providers grew its Brazilian business unit revenues by 56% and subscribers by over 36%<sup>1</sup>. This success has brought some tough challenges. In particular, the company's engineering inventory management system struggled to keep pace with the strong growth trajectory and the issue had begun to impact on business efficiency.

## Tellabs' expert solution

The service provider chose Tellabs to deliver a new fully-tailored management system to handle the current and future needs of its business providing:

- A single, new, organization-wide engineering inventory management system
- Cost-effective, customized solution, including both software and hardware implementation
- Fast-response system with secure access, capable of:
  - handling multiple users simultaneously
  - offering robust data accuracy and version management control
  - improving business efficiency and quality of customer service
- Custom-designed user interface retaining critical elements from previous solution – helping to reduce training costs and smooth roll-out
- Comprehensive, user-definable management reports, with flexibility to meet both present and changing business needs – helping to improve business planning and resourcing

## Tellabs' comprehensive project support

Tellabs provided in-depth support to the service provider during the project including:

- Comprehensive Program Plan – outlining the objectives, scope and requirements of the solution, the timeline for completion, quantifying risks and defining deliverables. Plan included high-level design, full system architecture and detailed specification
- Program management – end-to-end management and co-ordination of the project works and delivery including regular progress/planning reporting and deployment of a dedicated team of local-language Tellabs specialists and a dedicated Tellabs Project Manager
- Commissioning and deployment – detailed planning for data migration to facilitate seamless transition to the new Tellabs data management system
- Project acceptance and handover – comprehensive system testing
- Training – for all system users via hands-on local language workshops
- Comprehensive documentation – including design notes, database structure documentation, training materials and detailed installation and operational manuals
- Risk mitigation – comprehensive 90-day warranty and 12-month on-site local language technical support on acceptance

## Business results

Tellabs delivered the new inventory management system both on time and on budget. Conclusion of the project – from first contact to completed solution – was achieved in just seven months. The system is now helping the service provider to achieve important operational improvements and significant cost savings. Following this successful roll-out, the service provider is now developing the requirements for a second phase of development that will add new functionalities and enable deeper integration with the company's wider business management systems.

<sup>1</sup>Source: Business News Americas, Independent Market Research Report, 2nd Quarter 2010

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