

# Leveraging Robotic Process Automation to handle Alarm Management for a major Telecom company in India



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**aspire**   
SYSTEMS  
*attention. always.*

## THE CUSTOMER

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Our client is one of the leading network providers in the country. Powered by an innovation and research lab, they have been serving large communication providers, Governments, and many other consumers. Well spread across 100 locations in the country, they are the best solution providers for 2G, 3G, and 4G telecom services for 280 million subscribers.



## CHALLENGES

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Our client is currently working on an alarm management project for a leading communication provider. They were in need of an alarm controlling system that will disable the alarm when it goes off due to network or hardware issues. A support system had to be installed that will help raise a ticket with the concerned team each time the alarm went off. With the existing human workforce, at any given time, only a limited number of exceptions from the AWE alarm tool could be handled.

## OUR SOLUTION

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Aspire set up a robotic process for the client with the help of Blue Prism tool, to handle the issue. The process involved more than 20 Virtual Machine Robots deployed to handle the workflow of alarms and to trigger action based on priority and within SLA requirements. Two types of robots were deployed to

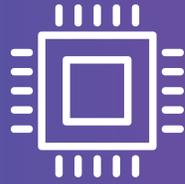
- Extract information from the client tool and push it to SQL
- To execute the items in the Blue Prism work queue and mark the status of execution (completed/exception in the database)



A scheduler was set up in place to add the item to the Blue Prism work queue.

With a robust RPA process in place, the fluctuating alarm rate at each hour can be handled effortlessly by the robots. Since the process is automated, it will function efficiently 24/7/365. In case of any issue that may arise in the process, an immediate exception is sent to the technical team and the issue is fixed on priority. Everyday reports were sent to SMEs to update the progress of the issue and its resolution.

## TECHNOLOGY SNAPSHOT



**Technology Snapshot:**  
RPA Blue Prism

**Tools:**

Blue Prism version 5.0.33

**Platform Languages:**

Blue Prism, C#, SQL SERVER 2014

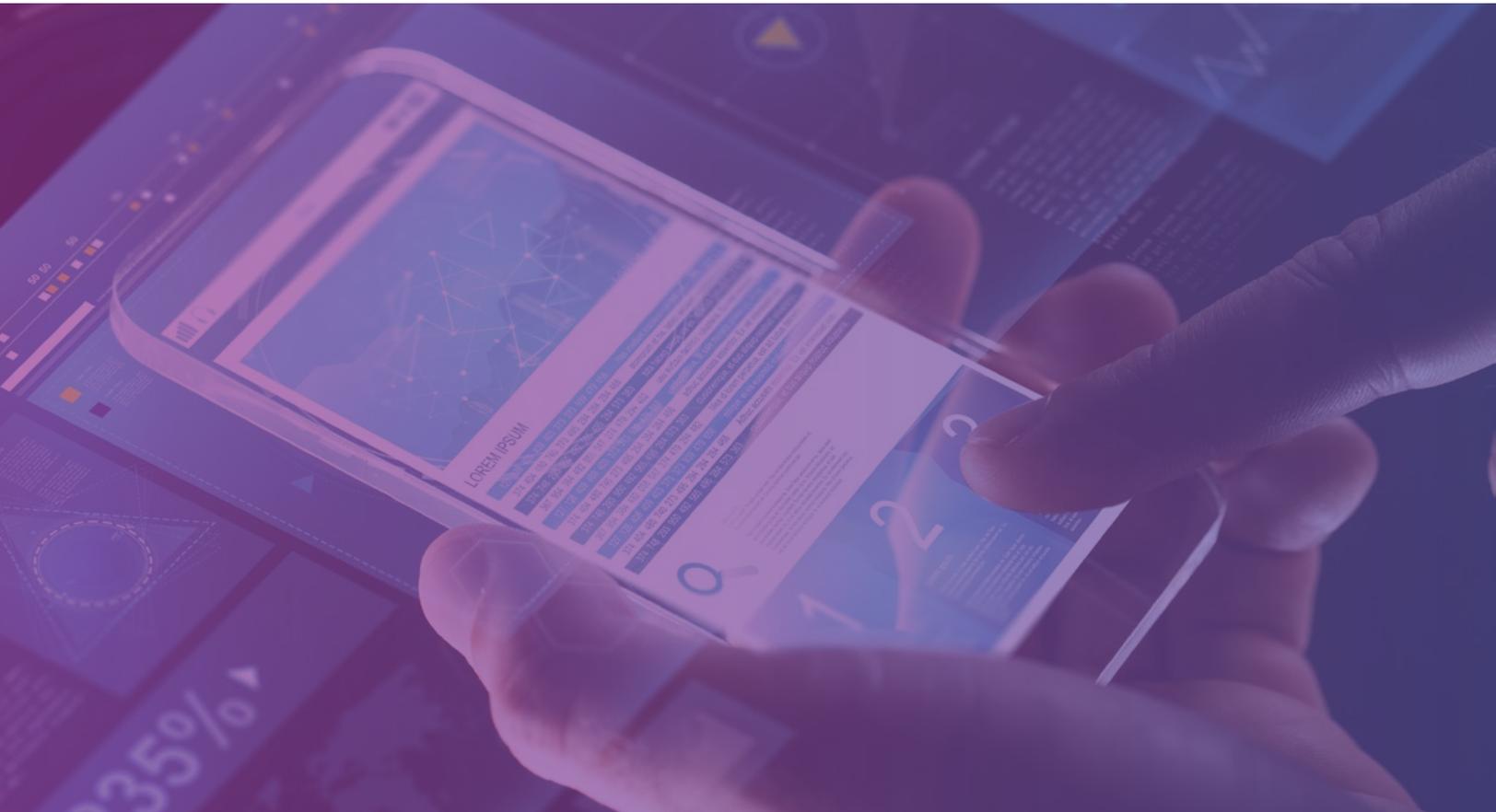


## RESULT & FUTURE IMPACT

With the new RPA process, the time, cost and resources were saved. The human workforce required for the job has halved, saving up to 15 FTEs which has helped in saving up to 1200k per year.

The current process in place was devised based on business logic. In case of any minor forthcoming changes, SMEs will be permitted to tweak the system for better accuracy. Aspire's RPA process built a foundation layer in the client's ecosystem that will thus allow the client to reduce costs and save the resource to improve the productivity. An efficient system that will run 24/7 and also accommodate changes based on business needs helped our client overcome their challenges.

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## ABOUT ASPIRE

Aspire System is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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