

# NEBULA HELPS MAJOR RETAILER ACHIEVE TELECOMS OPTIMISATION SUCCESS

## ▶ THE CLIENT

A major retailer spanning 18 brands with over 2500 stores in South Africa. The organisation has two major call centres with 760 agents.

**2500 STORES**



## ▶ WHAT DID THE CLIENT NEED?

The retailer has placed a large focus on digitalisation and required assistance with managing this process. In addition to this, they lacked visibility over their large, complex telecoms environment and required cost and operational optimisations in this area.

### 1. ▶ HOW DID NEBULA HELP?

Nebula empowered and helped put into action the organisation's large focus on digitalisation by assisting with the rollout of tablets, integrated with OneView™.



OneView™ integration in the fixed line environment enabled automated call pattern analysis for the enterprise.



Through OneView™ reporting, Actual spend vs budgeting spend could be tracked.



### 2. ▶ What We Solved

#### Empowerment through enabling digitisation

##### THE PROBLEM:

Rolling out new tablets without visibility over network use would result in cost inefficiencies and potential abuse.



##### THE SOLUTION:

Assisting with the rollout of tablets and integrating them with the OneView™ solution so that the organisation could track the usage and network consumption of these devices.



#### Providing automated management and visibility of the fixed-line environment

##### THE PROBLEM:

The organisation was wasting money due to inefficiencies in their large fixed line environment.



##### THE SOLUTION:

Implementing OneView™ to track all fixed line usage revealed optimisation areas that resulted in cost savings for the organisation.



### 3. ▶ Baseline reporting to highlight billing errors

#### THE PROBLEM

The organisation had no insight into billing accuracy.



#### THE SOLUTION

OneView™ baseline reporting revealed scenarios where the organisation was being billed incorrectly for network and hardware charges.



### 4. ▶ Identifying environment abuse

A lack of visibility meant that the organisation had no way of flagging network abuse by employees.

#### THE PROBLEM:

OneView reporting revealed the 10 most expensive calls, 10 longest calls and 10 most frequently dialled calls every month to determine if abuse was taking place.

#### THE SOLUTION:



### 5. ▶ Enabling Mobile Technology

a lack of visibility over network usage of new and existing mobile devices.

#### THE PROBLEM:

implementing OneView™ mobile functionality provided reports tracking usage per store and allowed for data-bundle adding.

#### THE SOLUTION:



### THE RESULT Over 12 months

Negotiation of lower call rates resulted in an effective call-rate reduction of 51%.

Identifying Inactive fixed lines meant the organisation could save 45% of costs on redundant infrastructure.

Exception reports allowed for identification of out-of-balance costs through mobile devices and enabled on-site loading of new data bundles.



OneView™ is a Microsoft Gold Certified cloud Product. With Microsoft Azure cloud services, OneView can fully leverage the advantages of the cloud to provide our clients with a high performance, scalable system that enables next generation telecoms and business innovation.