



Success Story

A Large Telecommunications Provider

As a consultant to this Telecommunications Provider, The Comb Group completed a study of the intake and dispatch trouble resolution process at the network operation center (NOC) in Denver Colorado. This center served in a typical fashion as in the telecommunications industry. Trouble tickets were either phoned in or automatically generated by alarms. The team studied the manner in which intake and dispatch services were completed in an attempt to provide optimization recommendations. This study required a review of several local service centers where dispatch occurred. The ultimate goal was to not only provide efficiency recommendations for the NOC, but to improve interfaces to the regional support centers. Ticket reporting, resolution, and disposition issues were rampant and management personnel were having a difficult time receiving consistent information on which to base decisions. The optimization report and tools delivered recommendations for performance improvement initiatives, base incentives at the NOC as well as process improvement modifications required at both the local service centers and surrounding the interface with NOC's and regional areas.

Timeline: 6 months from project initiation to report and tool delivery.

The Comb Group

Actionable Information, not just reports

About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.

The Comb Group

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Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.