

KMC Telecom, US

KMC Telecom is a next-generation integrated communications provider, offering a full range of advanced voice, data and Internet infrastructure services in 35 markets across the eastern half of the United States. They also provide local Internet access in 140 American cities.

After deciding to target corporate clients in Tier III markets (population 100,000 to 750,000), KMC had two key business objectives: to maximize efficiencies through automation, and to achieve excellence in customer care, and to attain both goals using fewer resources.

The modules of Master.Scribe provided to KMC Telecom include the following:

- Order Management
- IP & Number Management
- Trouble Ticket Management
- Work-Flow Management
- Network Inventory Management

Summary of Benefits

KMC has improved its operational efficiency by deploying Master.Scribe:

- increased productivity in order management (a six fold increase)
- increased efficiency in asset and circuit management
- reduced cost for service requests with trading partners
- eliminated reliance on third parties for trouble management and network operations control
- enhanced customer care

Reference: Contact details would be made available on request.

Note: Master.Scribe was rebranded to xServPro by Xalted Information Systems