A GLOBAL TELCO MAKES THE RIGHT CALL

1,750
hrs saved in year one

60%
efficiency gain through Automation

60%
improvement in response times

40%
decrease in follow ups

GLOBAL TELCO TRANSFORMS PROCESSING OF LEASE RENEWALS

A telecoms provider needed to negotiate and renew annual leases for their U.S. cell tower network, spread across 50 states, 140,000 sites, and straddling multiple time zones. The 40,000 annual lease renewals were being handled across a team of c.1,400 personnel with various roles including external law firms, internal legal teams, and business commercial teams.

The process was being run by email communications, meaning no automated data capture or reporting, and ad-hoc, inefficient work allocation and tracking. There was little top down visibility of what work was being completed and by which team members. The challenge was to create an end to end process to allocate and monitor work, capture and re-use data, and generate a more efficient transaction process.

140,000
cell sites

40,000
lease renewals per annum

1,400
people

5 teams

Across **50** States **&** **4** Time zones

autologyx®
automate the real world

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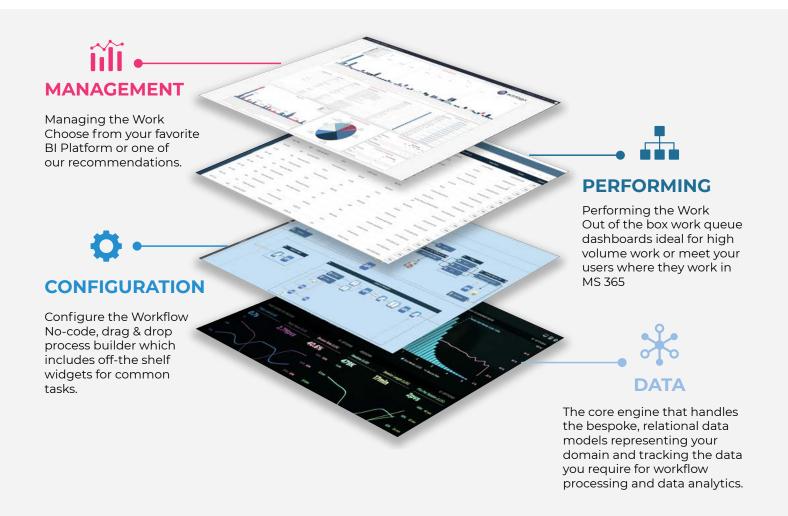
info@autologyx.com
www.autologyx.com

With Autologyx

Autologyx created a portal for submission of all relevant lease data and proposed amendments. Work is now allocated between the different teams taking into account work type, workload, geography and timezones. Reviewers are provided with specific checklists and actions to review against, including automated summaries of contract terms. SLAs are now tracked in real-time against key steps. The automated workflow integrates ML contract term extraction technology, e-Signature, document storage, and data analytics.

MANAGEMENT

Managing the Work
Choose from your favorite BI Platform or one of our recommendations.

PERFORMING

Performing the Work
Out of the box work queue dashboards ideal for high volume work or meet your users where they work in MS 365

CONFIGURATION

Configure the Workflow
No-code, drag & drop process builder which includes off-the shelf widgets for common tasks.

DATA

The core engine that handles the bespoke, relational data models representing your domain and tracking the data you require for workflow processing and data analytics.

The Result

The client and legal advisors benefited from accurate, real-time reporting across SLAs, work types, team performance, and contract cycle times. In benchmark tests against a team of lawyers, the ML algorithm was shown to be better at identifying discrepancies (97.8% > 87.5%) and improved the efficiency of the review process. Overall, the client service and speed of business delivered by legal advisors was improved, operating costs lowered, and valuable data captured for the first time enabling both digital transformation and business drivers such as trend-spotting and performance management.

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