

Accelerating service delivery with LCNC and AI

In a groundbreaking innovation partnership with the largest telecom provider in the USA, InfoVision transformed service delivery by implementing a Low-Code/No-Code (LCNC) framework. This collaborative effort, enhanced by Generative AI, addressed prolonged development cycles, high costs, and scalability challenges

50% Reduction in coding efforts

60% Reduction in QA processes

50% Reduction in fallouts

Project highlights



Innovation partnership

InfoVision collaborated with the telecom giant to pioneer this solution.



Future alignment

The project leveraged cutting-edge tools, ensuring long-term adaptability across diverse business units.

Strategic value

The solution went beyond immediate results, offering strategic advantages and setting the stage for sustainable growth. Here's how it created a lasting impact:



Scalability

Modular design supports rapid scaling.



Future-ready

GenAI and self-service capabilities ensure adaptability to emerging technologies.



Operational efficiency

Automation allowed teams to focus on strategic initiatives.



Enhanced Customer satisfaction

Faster delivery and reliable services strengthened trust.

About the customer

The customer is a leading global wireless carrier provider in the USA, renowned for its cutting-edge telecom services and extensive market presence.

Business need

The customer sought to enhance their network platform to improve service capabilities and customer experience. Their existing processes were hampered by:



Prolonged software development timelines.



High implementation costs.



Challenges in adapting to frequent network design modifications.

These inefficiencies underscored the need for an agile, scalable, and cost-effective solution to maintain service quality and reduce time-to-market.

Solution delivered

Through its **LCNC – Service Onboarding Design Studio**, InfoVision delivered an innovative and scalable solution that modernized service configurations and network activities. Key highlights include:

Service descriptor automation

Transitioned from manual scripting to a UI-driven process.

Configurable workflows

Introduced drag-and-drop customization for service configurations.

Rule-based engines

Automated setup processes leveraging rule-based automation tools, eliminating the need for manual configurations.

Self-service bot

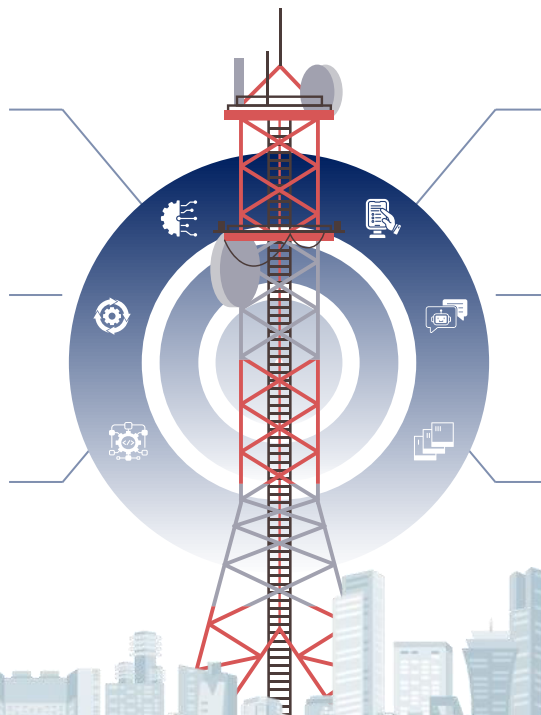
Empowered users to manage fallouts independently, reducing IT dependency.

Chatbot integration

Enabled statistical insights, ticket creation, and trend analysis.

Versioning & staging

Simplified package maintenance and migration between environments.



ROI and business impact



50%

reduction in coding effort

Simplified configurations cut development time.



60%

reduction in QA process

Automation minimized testing resources.



50%

reduction in fallouts

Enhanced error-checking mechanisms reduced service disruptions.



Faster

time-to-market

Enabled quicker delivery of services without compromising quality.



Improved

collaboration

AI-powered tools fostered real-time insights and teamwork.



Infovision team's dedication and innovative approach were pivotal in the successful delivery of the LCNC initiative, significantly advancing our service capabilities and operational efficiency.

- Associate director software services

Tech stack

→ Languages / frameworks

Java-17, Spring Boot-18,
Python, React 18.2.0, Redux
4.2.1

→ Database

Oracle

→ UI components

Material-UI (MUI)
5.14.16, CSS Style
Component 6.1.0

→ AI tools

GenAI, RAG, NLP,
LLM-Ops