

## Consolidated Communications Gains Network Reliability and Improved Customer Service with Resolve

As a provider of advanced communications services to both residential and business customers in Illinois, Texas and Pennsylvania, Consolidated Communications (NASDAQ:CNSL) offers local and long distance telephone, digital phone, high-speed Internet access and digital TV over its technologically advanced IP-based network.

Maintaining 24x7 uptime across that network — as well as delivering the highest levels of customer service — is essential to the company's success, which is why Consolidated chose Resolve to support its operations across the U.S. Combining Resolve with IBM® Tivoli® Netcool® software, the company is able to prevent network downtime and loss of service to customers, while also achieving enhanced internal collaboration, improved workflow, and a time savings of thousands of hours each year to positively impact customer service.

With advanced network monitoring capabilities in place via the Tivoli Netcool platform, Consolidated takes advantage of Resolve to easily define a series of collaborative, wiki-based procedures for automating a wide variety of business operations. These Resolve procedures also provide a place for Consolidated to centralize knowledge, making proven expertise available to employees on an on-demand basis. By creating a bank of intelligence that previously may have been scattered across a variety of departments, the company is able to reduce customer resolution times and deliver greater value, both internally and externally.

### CONTENT-DRIVEN PROCEDURES

One of the most important uses for Resolve is helping Consolidated streamline troubleshooting for hundreds of front-line Customer Service Representatives (CSRs) staffing its U.S. call centers, which support Consolidated's DSL business. Making use of Resolve's automation engine, CSRs are empowered to solve issues quickly and efficiently with less escalation. Prior to Resolve, the company had built its own runbook project to perform DSL line testing, but as Consolidated expanded by acquisition, the network operations center (NOC) team determined it



#### ABOUT CONSOLIDATED COMMUNICATIONS:

- Provider of advanced communications services including local and long distance telephone, digital phone, high-speed Internet access and digital TV
- Serving residential and business customers in Illinois, Texas and Pennsylvania

#### CHALLENGE:

- Maintain 24x7 uptime across its technologically advanced IP-based network while delivering the highest levels of customer service

#### SOLUTION: RESOLVE ACTIONS

- Prevented network downtime and loss of service to customers
- Improved response times significantly
- Achieved ROI in less than 9 months
- Provided 277% savings over a competing solution



**277%**  
**SAVINGS OVER A  
COMPETING SOLUTION**

needed a more robust way to automate the testing across a growing network.

In selecting an automation software, Consolidated found most available solutions did not have a user interface suitable for use by its front-line CSRs, says Chris Smith, Consolidated's Senior Manager, Network Operations Center Tools and Automations. "The wiki-based collaboration engine within Resolve more than met that need. It is an added plus that the Wikis enable us to leverage the expertise of our knowledge workers across the organization," Smith says. "When a CSR runs an automation for a customer, the system pulls information from many different sources and provides a high-level analysis of that information with warnings and corrective actions."

"It stores these results in a database, which allows our CSRs to go back and review the output of those automations. One of the best things about Resolve is that it provides a knowledge base where CSRs can search and find documentation created by our engineers and technicians."

## EASE OF IMPLEMENTATION

The project began with a proof-of-concept implementation to provide the NOC team a better understanding of the software and its capabilities. Once implementation began, Resolve experts came on-site and deployed the first procedure, and have continued to offer support to the communications service provider as needed.

According to Smith, Resolve integrates well with Consolidated's NOC environment. It runs on a Linux-based platform under the virtualization of VMware, with remote agents running on a variety of systems including Solaris and Linux.

## RESOLVE GENERATES TIME & COST SAVINGS, ALONG WITH FAST ROI

Resolve benefits Consolidated in the areas of collaboration and incident resolution. "Our library now contains hundreds of action tasks. That number will continue to grow because we are constantly identifying trends coming into the network operations center that make sense for automation," Smith says.

Resolve is also used at Consolidated as a powerful notification engine, helping to significantly reduce IT and CSR response times. When an event within Tivoli Netcool occurs, the NOC can instantly send out an alert to an entire team of internal managers, field technicians, and even outside vendors to inform them of the incident.

In addition to the tremendous time savings previously noted, Resolve has delivered a 277 percent savings over what it would have cost to buy a competing solution, says Smith. "Our return on investment was realized in less than nine months," he adds.

## ABOUT RESOLVE

Resolve helps IT teams achieve agile, autonomous operations with an industry-leading, enterprise automation and AIOps platform. By combining insights from artificial intelligence with powerful, cross-domain automation, Resolve handles a wide array of IT operations – from performing dependency mapping, advanced event correlation, and predictive analytics to intelligently automating actions based on those findings. Purpose-built to handle increasing IT complexity, Resolve enables organizations to maximize operational efficiency, reduce costs, quickly troubleshoot and fix problems, achieve unprecedented performance, and accelerate service delivery. See why the Fortune 1000, leading MSPs, and the largest telcos on the planet trust Resolve to power more than a million automations every day, ranging from simple, repetitive tasks to insanely complex processes.

### NORTH AMERICAN HEADQUARTERS

300 Orchard City Drive  
Suite 110  
Campbell, CA 95008  
T: +1.949.325.0120

### EMEA HEADQUARTERS

125 Old Broad Street  
Suite 711-713  
London EC2N 1AR, UK  
T: +44 (20) 37432123

Learn more:

**resolve.io**