



KMC Telecom Optimizes Operations with Eftia Product

“Eftia Master.Scribe allows KMC to do more with less by substantially increasing our operational efficiencies through automation. We’re saving time, money and resources every day of the year.”

KMC’s Tim Pasonski

The Client

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. KMC targets small to large businesses, Internet service providers, government and institutional end users, long distance carriers and wireless service providers.

The Challenge

Founded just one year before the Telecom Reform Act of 1996, KMC realized early that differentiation in the exploding competitive local exchange carrier (CLEC) market would be the key to success. After deciding to target corporate clients in Tier III markets (population 100,000 to 750,000), KMC established two key business objectives: to maximize efficiencies through automation, and to achieve excellence in customer care, and to attain both goals using fewer resources. “Our immediate need was for top-notch customer-facing systems—namely Service Order Activation and Billing,” says Tim Pasonski, Vice President of Corporate Systems at KMC. “We conducted an extensive search for an OSS provider that could best help us achieve our goals. The search led us, ultimately, to Eftia and their Master.Scribe solution.”

The Eftia Solution

Order Management with Master.Scribe™: Eftia’s order management module enables KMC to accurately organize and track the progression of customer orders, ensuring that all steps in the process are completed on time, in the correct order and by the appropriate person. KMC can also compare orders against inventory to confirm that necessary assets and capacity are available for provisioning services. With Eftia’s solution in place, KMC offers fast, efficient deployment—the first step in establishing good customer relations.

“We were drawn to the pre-packaged functionality of Master.Scribe, as well as to its open architecture,” says Pasonski. “And we were impressed by Eftia’s partnership with us as we developed our OSS.” KMC now manages twice as many orders with one third of the provisioning support personnel. “Additional efficiencies are gained by integrating this system with our billing engine,” Pasonski adds. “The automated transfer of information means substantial reductions in redundant data entry and far less chance of errors, which has resulted in big savings for us.”

Having met their initial challenges, KMC looked to Eftia’s best-of-breed products to extend the benefits of automation to other aspects of their business.

Interconnection: Eftia’s interconnection gateway enables KMC to mechanize information sharing and service ordering with their trading partners. With this business-to-business e-commerce product, KMC can automatically send or receive interconnection requests, provisioning circuits and delivering services without losing time to manual processing.



The savings were immediate. “The cost of processing requests has been reduced by 78% since the implementation of Master.Xchange,” Pasonski notes. Considered across the large volume of requests, the savings are compelling.

Managing Inventory with Master.Scribe: Eftia’s inventory module enables KMC to build and maintain comprehensive records of their communications network. By having database representation of their network elements and circuits, KMC can effectively manage existing capacity and better plan for future demand. “We must be aware of the status of our network,” said Pasonski. “Eftia’s inventory system provides us with a centralized database that allows us to do some amazing stuff—like automatically notifying our engineering department when extra network capacity needs to be built out. And the impact on our bottom line is obvious. Eftia’s inventory system saves us hundreds of thousands of dollars a year in managing unused leased circuits alone.”

Trouble Management with Master.Scribe: Eftia’s maintenance module enabled KMC to reduce dependencies on outside companies by setting up an in-house Trouble Management Center and a Network Operations Center. This allows KMC to identify network facilities affected by an outage and to trace potential spots of failure down to the circuit level. Automatic escalations and notifications, service level agreement management and reduced down time mean that KMC can confidently assure services. “By supporting our own Trouble Management Center and Network Operations Center, we are even more responsive to our client base while saving tremendous amounts of money. Once again, Eftia allows us to do more with less.”

Summary of Benefits

The KMC/Eftia partnership has resulted in numerous improvements in operational efficiency:

- increased productivity in order management (a sixfold 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

The Eftia Advantage

Eftia’s Master.Scribe applications are built on industry-standard application development tools and database products. Additionally, Eftia has invested significant development time in building CORBA-compliant application programming interfaces (APIs). As a result, Master.Scribe readily forms the foundation of KMC’s back office system. They currently have interfaces with their billing systems and carrier circuit billing application, are building interfaces to their equipment polling system, and plan to integrate their NMS system.

“We strongly believe in one source of data, shared throughout the enterprise,” said Pasonski. “Eftia is right at the center of our integration strategy. Our productive partnership with Eftia has allowed us to grow our business while many of our competitors have succumbed to the intense market competition. We look forward to continuing that partnership as we move into new markets.”

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