CASE STUDY

Driving Operational Excellence
for a New MVNO

About The Client

A newly launched Mobile Virtual Network Operator (MVNO) looking to establish reliable, efficient business operations. With network provisioning and porting workflows critical to customer onboarding, they needed a partner to actively monitor systems, resolve incidents, and ensure smooth subscriber activations.

Challenges

- High risk of porting fallout leading to customer frustration and churn.

- Needed active monitoring of enterprise business systems and network provisioning tools.

- Frequent production incidents requiring coordination across carriers, internal IT, and dealers.

- Lack of established process documentation and analytics for scaling operations.

The Fusion CX Solution

Fusion CX built a dedicated operations support team in under 30 days, integrating directly with the MVNO's business units to deliver:

1 **Daily Monitoring:** Continuous oversight of activation and porting workflows to prevent fallout.

2 **Incident Management:** End-to-end triage and resolution with internal and external stakeholders.

3 **Analytics & Metrics:** Custom KPIs and dashboards to measure MTTR, porting success, and workload trends.

4 **Consulting Expertise:** Developed operational requirements, fallout handling protocols, and escalation playbooks.

5 **Scalable Talent Model:** Offshore support team recruited, onboarded, and trained rapidly to align with operating hours.

The Results

- 85%+ port success rate achieved within 6 months of launch
- ~50% reduction in reactive service tickets, lowering MTTR and boosting uptime
- Proactively identified system issues, cutting resolution times significantly
- Higher customer satisfaction and stronger subscriber retention rates

Why It Matters

For new MVNOs, the ability to launch smoothly, resolve incidents quickly, and scale operations is critical to subscriber trust and growth. Fusion CX provided the foundation for operational maturity, enabling this MVNO to focus on expansion rather than firefighting.

About Fusion CX

Fusion CX enables MVNOs to thrive by combining deep telco expertise, global delivery, and AI-powered tools. From Tier 1–3 support to analytics, porting, and incident management, we help MVNOs grow with confidence.

Fusion CX – Driving Operational Excellence for MVNOs Worldwide.