Case study

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.

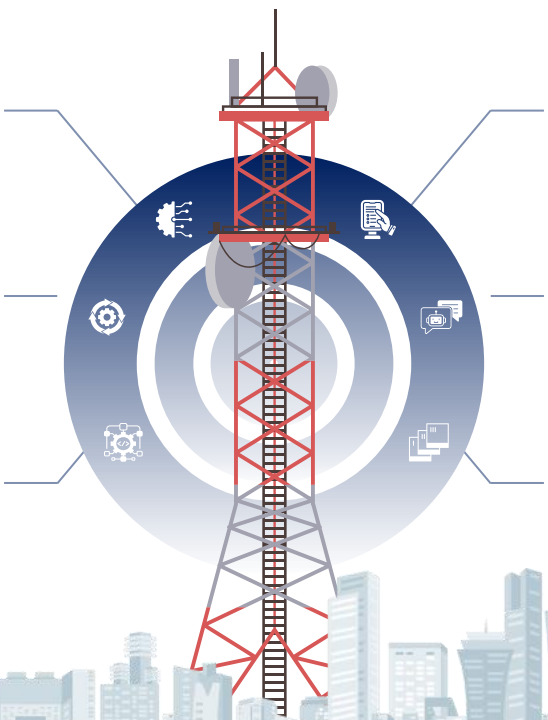
Solution delivered

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