Consolidated Communications Powers into New Markets with Intalio|bpms

Major broadband provider optimizes backend and customer-facing operations while rapidly integrating new acquisitions and improving overall organizational responsiveness

Customer	:	Consolidated Communications Inc
Industry	:	Communications
Product	:	Intalio|bpms
Application	:	Distributed Systems Integration

About Consolidated Communications, Inc.

Consolidated Communications, Inc., (CCI) is a leading business and broadband communications provider with history reaching as far back as 1894. The NASDAQ-listed company provides advanced communication solutions to consumer, commercial, and carrier customers by leveraging its fiber-rich network which extends across an 11-state service area.

CCI offers a wide range of services including residential digital TV, high-speed internet, phone, home automation, and security services. CCI also offers commercial solutions serving businesses of all sizes with voice, IP, managed and hosted services, data connectivity, equipment solutions and cloud services. Consolidated has a long history of providing reliable communications solutions and local support throughout its service area and employs more than 3000 people.

intalio|bpms
The Modern Way to Optimize Business Processes

The Business Challenge

As a leader in broadband communications serving nearly 1 million customer accounts, timely, accurate, and reliable provisioning and order processing is critical to business success. As their reach expanded and as broadband technology advanced, CCI brought in a new workforce provisioning system in 2012. With it they needed business process software that would help the variety of different systems in the organization talk to each other and follow the same business rules.

In addition, corporate acquisitions meant that CCI needed a way to reliably integrate vastly different systems and interfaces into the main corporate IT structure, push corporate standards out to the new organizations, and do it predictably and without disrupting regular operations.
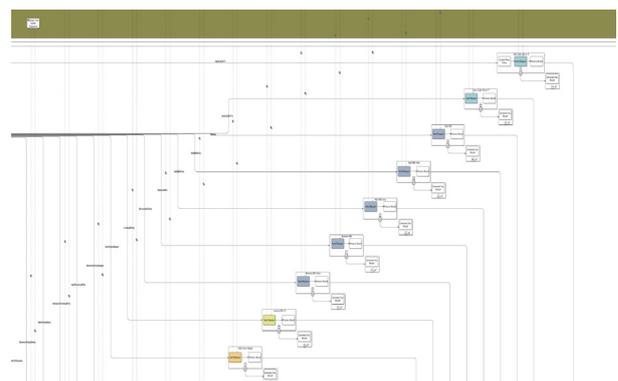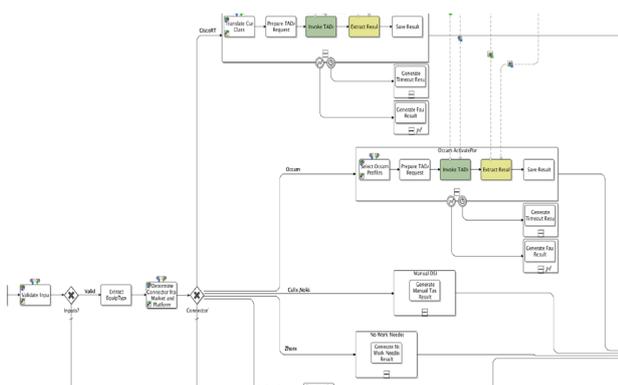
The Intalio Solution

What started as a solution to address several specific needs as part of the workforce provisioning system in 2012 has grown rapidly into the backend glue that holds a large, distributed set of systems together. IT staff quickly recognized the power of Intalio|bpms: with Intalio|bpms they were able to wrap the paths within and among systems in business logic that is consistent, and with more efficient processes, top to bottom. From billing to inventory and trouble ticketing to task management and more, every CCI system and process depends on Intalio|bpms to talk to and among one another.

> " I was skeptical at first. As a developer I like to see code. But Intalio|bpms implemented well, is easily expandable, and the service oriented architecture means we can deploy processes faster than ever before. We can roll out new processes or make updates in as little as a day. Intalio|bpms impressed me quickly, and is now central to our operations"

Kirk Siber
Software Developer, Consolidated Communications, Inc.

Benefits

CCI has experienced benefits from Intalio|bpms beyond initial expectations, including:

High Process Volume: Intalio|bpms drives hundreds of processes and nearly one million process instances each day, dependably.

Low Overhead: Managed by a small development team, low CPU and database overhead means Intalio|bpms provides complex solutions without high personnel or complex hardware requirements.
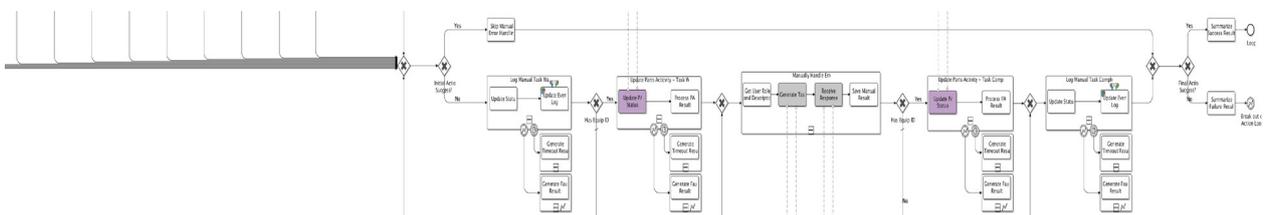
Responsiveness: Customers depend on quick responses from service staff, and with Intalio|bpms driving communication among systems, they get it.

Ease of Use: New processes can be developed and deployed in hours and days. Existing processes can be edited in minutes.

Ease of Understanding: Smart interface and process structure allows for expanded understanding among non-technical staff, and savvier input into refining processes.

Ease of Integration: Integration with diverse systems is easier and more efficient.

World-Class Support: Professional, knowledgeable training helped staff move from Intalio|bpms novices to experts quickly.

" *CCI depends on Intalio|bpms for its business applications to communicate, and Intalio|bpms has exceeded expectations. CCI IT staff can now reliably plan for integrating acquisitions while maintaining and refining existing processes and operations. I look forward to continuing to work with Intalio as we expand our Intaiol|bpms installation to more systems and more processes.*"

Kirk Siber
Software Developer, Consolidated Communications, Inc.

Intalio Impact: Fast, Dependable Processes, Smoother Integrations, and Easier Planning

Intalio|bpms brought to CCI sophisticated technology that impressed IT experts and non-technical staff alike. With Intalio|bpms, CCI can integrate faster and from a central-ized integration point, critical organizational tasks are fast and dependable, and the organ-ization is more responsive as a whole.

Consolidated Communications, Inc., has placed its trust in the reliability of Intalio|b-pms to drive consistent business processes across myriad business systems as it expands into new markets with rapidly evolving tech-nology. Intalio|bpms delivers.

" *We've really enjoyed working with CCI as they have expanded their usage of Intalio|bpms. As they grow, they have moved more and more critical processes into Intalio|bpms, and have seen the benefits of more efficient provisioning, higher confidence among CCI staff, and faster integrations. This is real value in mission critical area for a rapidly growing customer. We are proud to be a part of their success.*"

Stuart Finn
Senior Vice President, Global Sales, Intalio, Inc.

About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google.

Intalio is headquartered in Palo Alto and has over 100 partners and world class inves-tors. To learn more about building modern applications, visit www.intalio.com.

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