

WICRESOFT

 Managed Telecom Services

www.wicresoftinternational.com



REIMAGINING
**MANAGED
TELECOM**

Learn more about Wicresoft's non-traditional approach to managed telecom and delivery.



Managed
Telecom Services



Managed
Telecom Services

AN INNOVATIVE AND PROVEN APPROACH TO
MANAGED TELECOM





OUR STORY.

WICRESOFT MANAGED TELECOM

Our story began in 2013, evolving from a versatile staffing and managed telecom provider to a leader in telecom services, where our unmatched expertise became our defining trait.

Our journey reflects a relentless pursuit of excellence and innovation, steering the future of telecom with precision and dedication. Our operation's hallmark is our unwavering reliability and consistency, ensuring we're always there when our clients need us. With our engineers spread across the continental United States, our remote operational model enables us to offer our comprehensive services anywhere in the country, embodying flexibility and efficiency at the heart of our approach.

Our Values

HARD WORK. GRIT. GROWTH FROM WITHIN.

Our core values are rooted in hard work, grit, and a commitment to growing our leaders from within, ensuring a deep, hands-on understanding of our industry's challenges and opportunities.



Michael Chamblin, Vice President
Wicresoft Managed Telecom

“

We take pride in our reputation as a trusted partner for telecom industry leaders, knowing that we have earned it.

Tribe

START WITH WHAT MATTERS MOST, TRUST.

Trust and integrity are at the forefront of every interaction, guiding our dedication to customer satisfaction and shaping a business approach that, while considered traditional by some, sets a standard for excellence in the telecom sector.

Operating in the best interest of our clients and collaborating to gain their trust is our top priority. Our distinctiveness lies in fostering a culture centered on trust-building and consistently making ethical decisions.



WICRESOFT
MANAGED TELECOM

Based in the Great State of *Ohio*

Wicresoft Managed Telecom is based in Ohio, but we have team members working remotely across the US.

WE ARE NOT YOUR TRADITIONAL MANAGED TELECOM PROVIDER.

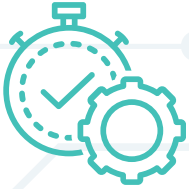
We have a distinctive delivery approach, and our services are tailored to assist clients comprehensively. With a team that is laser-focused, we consistently surpass client expectations.

Our widget model, delivery assurance, and unique payment choices – whether based on tasks or hourly rates – are crafted to guarantee punctuality, precision, and offer practical, cost-effective solutions that align with your operational needs.



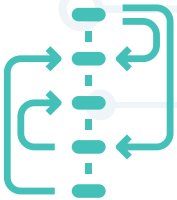


WE ARE DIFFERENT.



THE “WIDGET” MODEL

We collaborated with our engineers to create a delivery methodology centered on tasks and efficiency. By assigning tasks to the team members with the most expertise, they can concentrate on the specific task at hand, known as the widget.



THE “U” MODEL

We have considered managed telecom and all related processes while creating the "U" model. This model identifies process efficiencies that can be handled by a team member with the appropriate skills to manage tasks upstream or downstream in the process. This approach enables us to utilize expertise in critical delivery stages.



THE GUARANTEE

Ensuring that all our actions align with our clients' expectations is crucial. If something isn't up to par, we strive to correct it. Our reputation for delivering quality rests on our dedication to excellence.

WHAT WE DO.

Wicresoft Managed Telecom revolutionizes telecommunications with end-to-end managed services, ensuring smooth operations for commercial telecom companies.

NETWORK MANAGEMENT & OPERATIONS

Our service specializes in developing, maintaining, and optimizing telecom networks, including Circuit Migration, Circuit & Network Design, Provisioning & Activation, and proficiency in various vendor systems.

- Circuit Migration
 - Circuit & Network Design
 - Provisioning & Activation
-

SERVICE DELIVERY & ASSURANCE

Our services specialize in telecom strategic planning, Program & Order Management, and Service Assurance to uphold service quality and standards.

- Program & Order Management
 - Service Assurance & Testing
-

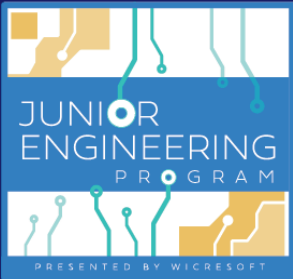
OPERATIONAL EFFICIENCY

In the telecom sector, our services improve operational processes by focusing on Order Entry & Integrity to boost efficiency and customer satisfaction, as well as expanding Carrier Access.

- Order Entry & Integrity
- Carrier Access

COMMITTED TO MAKING A DIFFERENCE IN ALL THAT WE DO.

We prioritize enhancing efficiency, innovation, automation, and process optimization to ensure exceptional customer satisfaction. Additionally, we are industry pioneers who approach our work with great seriousness. We are forward-thinkers who closely monitor trends and industry standards.



In 2023, we launched our junior engineering program aimed at educating, training, and nurturing the next generation of telecom engineers.

We offer career guidance, mentorship, and practical knowledge to these aspiring engineers to assist them in pursuing opportunities and careers in the telecom sector.



TEAMWORK MAKES THE DREAM WORK.

We are a remote team of self-starters that thrive in a culture centered on quality. We highly regard the expertise of every team member and recognize the unique team chemistry that sets us apart. Our clients value the depth and impact we bring to our projects.

Our collaborative efforts transcend physical boundaries, as we come together virtually to harness our individual strengths and create something truly exceptional.



Louisville, Kentucky

UNPARALLELED RESULTS.

We have a strong history of providing managed telecom services to the telecom industry. Our delivery approach has not only impacted our clients but has also played a key role in fostering innovation, optimization, and process enhancement. From handling specific tasks to overseeing telecom services from inception to completion, we are equipped to serve as your comprehensive managed telecom provider.

CASE STUDY TIER 1 CABLE SERVICE PROVIDER

This Tier 1 Service Provider needed to improve service delivery efficiencies for fiber-based enterprise services across three groups:

- Order Management
- Quality Assurance
- Network Compliance

The new Wicresoft-outsourced team was fully onboarded and functional within three weeks yielding these fantastic results:

30 %
Increased ROI

88 %
Reduction in Error Rates

50 %
Reduction in Rework

99.5 %
SLA Compliance

Scan the QR code for the full case study



LET'S TALK!

If you are seeking to enhance the scale, efficiency, and processes in your managed telecom operations, reach out to us. We are ready to provide insights, best practices, and perspectives rooted in proven methodologies and extensive experience. We are confident that our team stands out, and we are excited about the opportunity to form a partnership that will streamline your organization's operations.



**Michael Chamblin, Vice President
Wicresoft Managed Telecom**



mchamblin@wicresoftinternational.com



**Vincent Clements, Sales Director
Wicresoft Managed Telecom**



vclements@wicresoftinternational.com

www.wicresoftinternational.com



Managed
Telecom Services