

TELECOM INFRASTRUCTURE MAINTENANCE - ANONYMOUS CLIENT

From 26 administrators to 8 - *with zero data errors.*

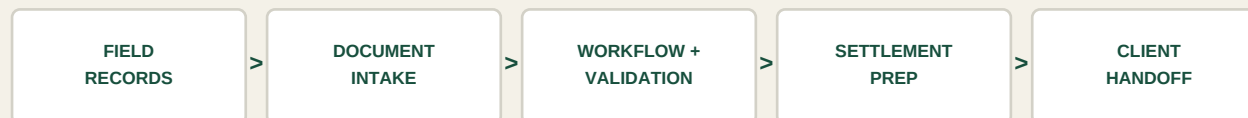
THE SITUATION

The client maintains mobile network base stations for a major telecom operator. Settlement required staff to reconcile a complex service workflow with large volumes of supporting documents exchanged with the contracting party. The work depended heavily on individual experience: 26 clerical staff were required, and a new hire needed more than one month of training.

WHAT QIYU BUILT

A unified operational system that standardizes records, guides each step, validates data, and organizes settlement documentation for client handoff. The workflow moved from people remembering what to do to the system making the correct next action visible and verifiable.

OPERATIONAL FLOW



WHY THIS MATTERS FOR MANUFACTURERS

High-volume documents, rules-heavy settlement, multiple handoffs, and training tied to individual knowledge are common failure points in manufacturing back offices. This telecom case - not a factory MES project - demonstrates Qiyu's ability to turn a complex process into a clear, accountable system.

CLIENT-REPORTED RESULTS

26 to 8

CLERICAL STAFF REQUIRED

69%

REDUCTION IN ADMINISTRATIVE HEADCOUNT

0

OPERATIONAL DATA ERRORS IN STEADY-STATE USE

> 1 month

PREVIOUS NEW-HIRE TRAINING CYCLE