



CASE STUDY

Telecommunications

Leadership and Operations



CHALLENGE

The company was expanding its fiber-optic network, but the project faced significant delays due to leadership conflicts and poor operational planning. Executive leaders disagreed on the project's strategic direction, leading to inconsistent messaging across departments. The IT and field operations teams were not properly coordinated, resulting in scheduling conflicts, project overruns, and missed milestones. Operations also struggled with outdated processes, creating inefficiencies in network installation and customer service activation.

SOLUTION

A leadership workshop was conducted to establish a unified vision for the fiber-optic expansion, followed by setting clear priorities and assigning accountability. The PMO was restructured to provide better oversight, with a single point of contact between IT, field operations, and customer service teams. A workflow optimization initiative was launched, automating and standardizing installation procedures. Additionally, a dashboard was implemented to monitor project progress in real-time, allowing for better decision-making.

BENEFITS

The fiber-optic expansion project was back on track, with a 15% increase in installation efficiency and a 25% reduction in network downtime during the rollout. Leadership alignment led to more cohesive execution, improving interdepartmental collaboration. Customer satisfaction increased as the time to activate new services was reduced by 20%, resulting in a 10% increase in new customer sign-ups.

ABOUT CLARITYBOLD

ClarityBold specializes in delivering comprehensive project management assessments and providing fractional project management leadership. We help businesses optimize their project operations and ensure successful outcomes through expert evaluations and strategic support.

AT A GLANCE

CHALLENGES

- Leadership conflicts
- Operational planning
- Unclear project priorities
- Lack of cross team direction

BENEFITS

- 15% increase in installation
- 25% reduction in network downtime
- 20% increase in customer satisfaction
- 10% increase in new customer sign-ups