Customer Success Story

The Need

Nextel Communications has grown into one of the largest wireless providers in the United States. Managing the daily activity of the hundreds of points of sale and rate plan combinations within each market is a challenge. Retrieving and compiling this data was a time-consuming and work-intensive activity replicated throughout the country by regional finance analysts striving to provide reports and analysis to senior management.

The Solution

Scorecard deployed a team of consultants that analyzed both national standards and market-level specifics of Nextel's subscriber reporting model. Working with the national IT and local finance departments, a solution was deployed that allowed local management to track the sales and churn activity for local sales people, dealers and retailers, while providing regional and national managers with important summary level information.

The information is updated automatically on a nightly basis, using a single set of consistent business rules attached to Nextel's Data Warehouse. Managers attach to a Scorecard Executive Information System and pivot and drill into the data according to their own needs. Analysts can now spend their time analyzing sales results and providing recommendations and customized reports to management rather than needing to spend hours every day simply retrieving and formatting the data.

"Scorecard has been a life saver for our regional headquarters. It has allowed us to provide data much more timely and accurately and allows our managers to use Scorecard to build their own reports that are much more meaningful and specific to their needs," says Steve Henrickson, Finance Manager. "Scorecard has allowed the region to look much more closely and easily at the rate plans that we are loading and churning. I'm extremely excited about the new data access tools that Scorecard has delivered and the unlimited potential that it has unleashed."

Customer Testimonial

"The team from Scorecard has implemented a top-notch decision support system throughout the country. The Scorecard system empowers our users to make faster business decisions through direct and easy access to our subscriber information. The approach Scorecard used ensured that the system always balanced back to our Data Warehouse. This was a key element to the implementation's success, as so many new reporting systems end up not balancing to other systems that are already in place. They were completely independent and hit all of the deliverables we set with time to spare."

- Michael Bryan, Senior Director - Information Technology, Nextel Communications