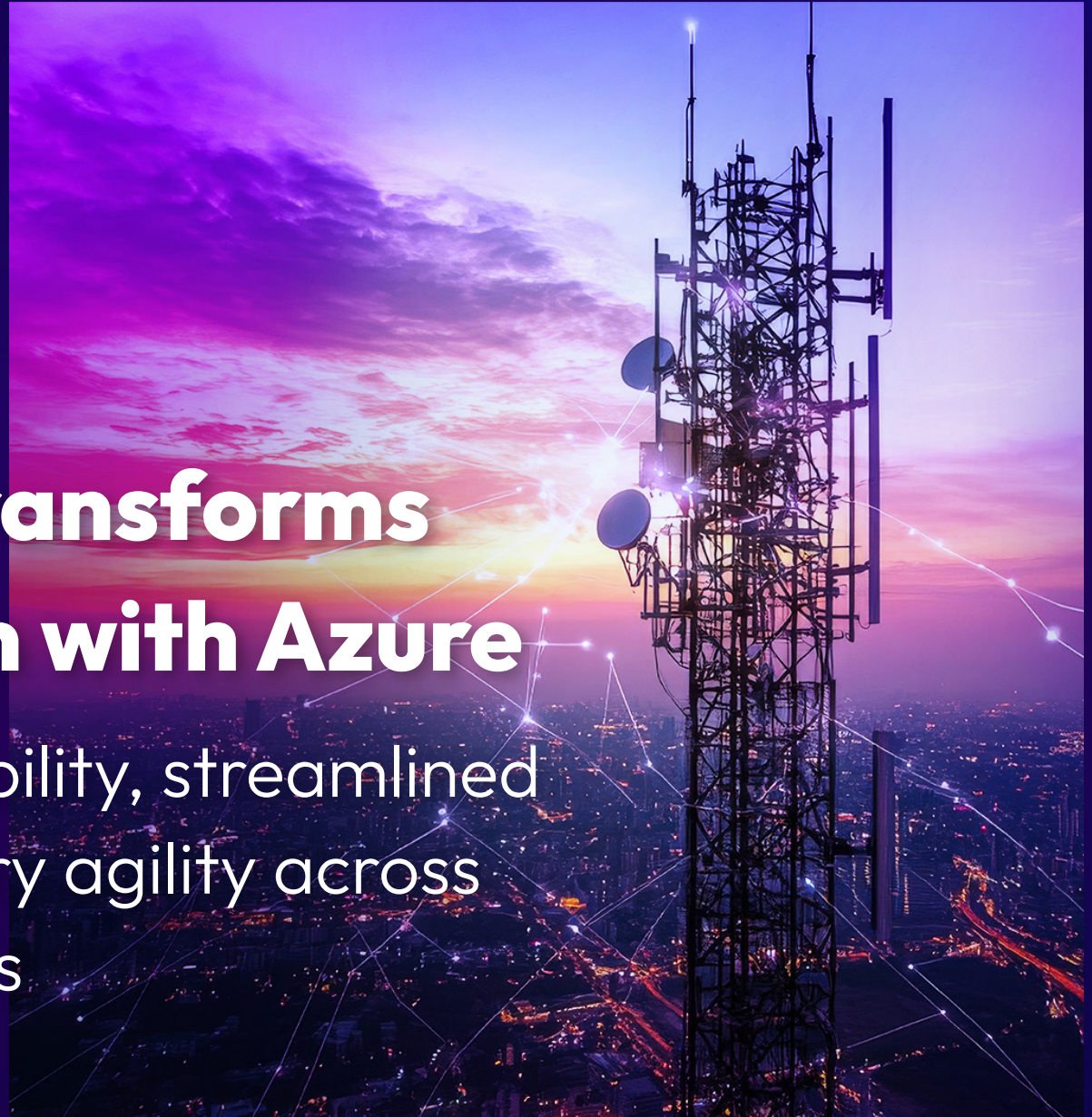




# Telecom Giant Transforms Partner Platform with Azure

Unlocking real-time visibility, streamlined governance, and delivery agility across 8,000+ telecom projects







As a global telecom leader with a history spanning over 160 years and deep roots in network infrastructure, this organization continues to lead in 5G, IoT, and emerging digital services. With a focus on advancing connectivity and digital transformation, it plays a pivotal role in shaping the future of communications.

# When Complexity Outpaces Visibility

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As delivery complexity grew across global service lines, siloed tools and disconnected workflows made it difficult to coordinate, maintain accountability, and access timely insights. Manual processes and inconsistent data further limited milestone visibility and risk mitigation. Without a centralized tracking system, teams faced delays, inefficiencies, and missed opportunities to scale governance.

To address this, the client set out to modernize its Partner Platform by building a centralized milestone and KPI tracking system hosted on Microsoft Azure. Off-the-shelf SaaS tools lacked the configurability and integration needed for the client's telecom delivery model. A custom Azure-native solution was required to unify governance, enhance transparency, and deliver real-time insights.

To achieve this goal, the client partnered with Brillio. Brillio brought to the table a strong foundation in Azure-native architectures, combined with deep experience in telecom delivery environments.

# From Siloed Systems to a Unified Platform

Brillio delivered a modular, Azure-native platform using a domain-driven microservice and data model, aligned to the client's business domains. The front end was built with ReactJS and fully integrated with the client's component design framework. A consistent and intuitive user experience was shaped through collaborative wireframing workshops and close adherence to enterprise UX standards. Backend services leveraged Azure Functions and .NET Core, with Entity Framework for data interaction.

Data was managed through Azure MySQL, with Azure Key Vault, ensuring secure management of credentials and configurations. To enhance visibility, embedded Power BI dashboards

provided real-time insights within the application.

The architecture included AKS clusters and Logic Apps to orchestrate background processing and workflow automation. Hold/replay transaction scenarios were managed through Azure Storage Queues. SSO and RBAC ensured role-aware experiences and compliance across the user base.

The solution is designed for extensibility, allowing future modules to be integrated with minimal rework or disruption.

Brillio developed a centralized Azure-native platform that enabled real-time milestone tracking, delivery variance analysis, and partner-level performance reporting.



# What the Platform Powers: Capability by Design

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## Secure Access & Role Management

Azure SSO and MFA enabled secure, centralized access. Admins could manage users in bulk and assign roles across domains, with role-based menus adapting to each user's responsibilities.

## Project & Portfolio Oversight

A unified dashboard surfaced project milestones, portfolios, and delivery metrics. Teams could drill into work packages, analyze milestone deviations, and take informed action. Forecasting tools aided planning, while variance alerts enabled proactive resolution.

## Work Package & Order Management

A structured model organized delivery into milestones, centralized work packages (cWPs), and execution sub-units (xSUs), enabling effort distribution across internal teams and partners using MWDs. Real-time visibility into execution was powered by Azure Functions, Azure MySQL, and Azure Storage Queues. Orders tracked scope, timelines, and resource allocation, with progress surfaced via integrated dashboards and role-based views.

## Governance & Risk Handling

The platform shifted from reactive issue logging to structured risk governance. Risks - defined as threats or opportunities - were linked to delivery milestones and teams. Semi-mandatory post-milestone surveys captured feedback for continuous improvement, while issues were independently tracked and escalated.

### Communication & Collaboration

Event-triggered notifications were sent via Azure Logic Apps and Azure Communication Services, tailored to delivery roles and conditions. Contracts and deliverables were stored securely with Azure RBAC-controlled access in a centralized repository.

### Analytics & Reporting

The analytics layer, powered by Azure MySQL and surfaced through Power BI Embedded, provided 360-degree visibility into delivery operations. Dashboards tracked work package velocity, effort realization, demand-supply gaps, cost variances, and risk clusters, enabling teams to shift from lagging metrics to proactive, data-driven decisions.

### Extended Integrations

The platform is seamlessly integrated with several key upstream and analytical systems to ensure robust data flow and end-to-end operational visibility. It interfaces with the Business Planner system to receive strategic planning inputs and with Project Management Analytical Tools to capture and process project execution metrics.

### Seamless UI/UX

The platform adheres to modern UI/UX standards to ensure ease of use for diverse user personas, including project managers, analysts, and business stakeholders. Accessibility was a key design principle, with compliance to WCAG guidelines to support users with varying abilities, including screen reader compatibility, keyboard navigation, and color contrast considerations.

### Efficient Scalability

Built on a scalable and optimized data model, the platform is designed to handle high-volume datasets efficiently. Currently the system manages approximately 800,000 records, encompassing project plans, financial forecasts, resource allocations, and performance metrics. The data model supports complex relationships across multiple business dimensions, enabling efficient querying, reporting, and analytics.

### Driving Intelligence for Management

Through RAG-based LLMs and AI agents, the platform enables agents to work alongside users, prioritizing high-impact tasks, taking multiple contextual actions on project milestones, work items and orders.

# Enterprise-Grade Rollout & Implementation Across 2,000 users

APAC, MEA, EUR, NAM and LAT

Brillio followed a phased strategy blending design thinking and agile execution. UX workshops with product, design, and business teams helped co-define functionality and interface expectations. These collaborative sessions enabled rapid iteration and early validation of the interface blueprint.

Brillio leveraged Azure DevOps to enable automated pipelines, supporting a zero-downtime deployment model. Integration testing was conducted through Azure-native services to ensure smooth data migration from legacy platforms without business disruption.

Brillio collaborated closely with the client's enterprise architecture, cybersecurity, and governance teams to meet brand, security, and compliance standards. Stakeholder working groups ensured business alignment, operational readiness, and successful platform adoption.

Microsoft Azure served as the scalable, resilient backbone of the deployment, enabling secure, region-specific hosting and providing the elasticity needed to support future use cases. The approach ensured not only a successful platform rollout but also a scalable foundation for future innovation and automation.

From fragmented workflows to intelligent oversight across 8,000+ projects



# A Foundation for Smarter, Faster, Stronger Delivery

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The platform was deployed successfully across a delivery landscape encompassing over 8,000 projects migrated from the old systems, offering a single source of truth for milestone tracking, performance management, and delivery governance. Its scalable architecture accommodated 2,000 users and sustained over 200 concurrent sessions, ensuring seamless access without degradation in performance or availability. While transformational, this is just a first step. The enhanced platform provides enormous scale potential, equipping the organization with the tools to significantly expand the legacy migration in the future.

By centralizing previously fragmented reporting mechanisms, the solution significantly reduced manual effort, streamlined progress tracking, and minimized duplication across delivery teams. Users could monitor milestones in real-time, proactively assess variance from planned timelines, and take corrective action without relying on offline tools or manual escalations.

The impact extended beyond internal efficiencies. With transparent visibility into project status, external partners and subcontractors benefited from improved alignment, better communication, and timely feedback. Issue and risk tracking were no longer reactive but embedded into day-to-day governance, helping avoid last-minute firefighting and enabling smoother delivery handoffs.

Additionally, the introduction of role-specific dashboards and data-driven insights empowered leaders to make faster, more confident decisions. Survey feedback collected after milestone completion created a continuous loop of improvement, while advanced analytics laid the groundwork for more intelligent planning.

Ultimately, the platform addressed not just operational bottlenecks but also strategic challenges. It delivered measurable value in the short term, through improved efficiency and visibility, while laying a resilient, cloud-native foundation for future innovation, automation, and scale.



## ABOUT BRILLIO

**Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises.** Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise.

Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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