

SmarTek²¹ Solutions for the Telecommunications Industry

A Design-Led, Asset-Accelerated
Firm Driving Enterprise
Transformation



Who We Are

SmarTek²¹ delivers tailored technological solutions that drive measurable business outcomes for enterprises. Our Gartner-recognized innovations and industry expertise accelerate digital transformation with guaranteed in-year returns.

Why Choose Us

-  Deep Industry Expertise: 15+ years transforming operations across diverse sectors
-  Proven Innovation: Gartner-recognized AI solutions and proprietary platforms
-  **Global Delivery Excellence:** 500+ technology experts across the Americas, India, and Europe



Design-Led Innovation

*Experience Design,
Product Development
& Digital Delivery*



Project Focused

*Full lifecycle and
Capability*



Application-Managed Services

*Managed Services & 24/7
Platform Support*



Strategic Team Augmentation

*Strategic Team
Augmentation & Talent
Placement*

"SmarTek²¹'s rapid implementation and deep understanding of our needs transformed our IoT operations, positioning us for sustained growth in this competitive sector." - IoT Division Lead

TRANSFORMING TELECOM INDUSTRY: FROM CHALLENGE TO OPPORTUNITY



Today's telecom leaders face unprecedented challenges: rising customer expectations, legacy system constraints, and intense competition for new revenue streams. SmarTek21 partners with telecom providers to overcome these obstacles through **design-led engineering, AI-driven automation, and system integration**. Our approach combines operational excellence with agile delivery to create scalable, future-ready solutions. From initial assessment to measurable business impact, we help telecom organizations achieve significant ROI. Many clients see results within the first 90 days.

Key Solutions - Powered by Design-Led Thinking

ST21 GENAI PLATFORM

- 40% reduction in per-incident support costs
- 100% Level-1 automation with natural language understanding
- 38% increase in upsell/cross-sell conversion rates

DATA INTEGRATION ACCELERATOR

- Immediate reduction in manual processing costs
- Accelerated billing cycles for new services
- Launch new offerings in weeks vs. traditional timeline

AI-POWERED SOLUTIONS

- 15x performance improvement for complex calculations
- Real-time agent visibility across all sales channels
- Scalable architecture supporting your growing revenue

Case Study: U.S. Telecom Leader Modernizes Sales Commission System

Transforming Legacy Complexity into Scalable, Real-Time Sales Enablement

CHALLENGE:

- Outdated legacy system
- Manual payout processes
- Disconnected data sources
- Limited scalability
- High dispute rates and processing delays

SOLUTION:

- Migrated to a modern platform
- Automated commission workflows
- Integrated ECC for real-time data
- Enabled dynamic reporting

RESULTS:

- 65% faster processing
- Fewer payout errors
- Improved sales visibility
- Higher sales team satisfaction
- Scalable for future growth

Contact us:

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SmarTek²¹ | RETRO RABBIT