

About ClearBridge

ClearBridge is a national provider of technology consulting and staffing services. We help customers meet challenges with a comprehensive set of technology service offerings that include professional services support, custom project teams, program and project management, and business analysis and strategy.

Telecom Practice

ClearBridge's Telecommunication practice supports some of the largest companies with industry-specific technologies, needs, and challenges. We cover a broad range of technology solutions – with a relentless focus on providing the right people, at the right time, to support key projects.

Practice Areas

- Business Intelligence / Data Warehousing
- Data Analytics / Data Science / Machine Learning
- OSS /BSS Applications
- Security and Compliance
- Cloud Solutions
- Quality Assurance
- ITSM and Process Improvement
- Infrastructure / Data Center
- Networking Solutions
- DevOps
- Application Development & QA

Practice

Network Ops / Product Engineering

- Network Infrastructure & Security, External & Internal
- Design, Implementation, Testing
- Network Monitoring and Performance
- Video, DOCSIS, Core, Telephony
- SD-WAN and Emerging Technologies
- Private Cloud / Hybrid Models and Migrations

OSS

- Network Inventory and Planning
- Service Delivery
- Service Fulfillment
- Service Assurance

BSS

- Billing Technologies: ICOMS, CSG, Amdocs
- Order Management and Notifications
- Product Catalog and Marketing
- Customer Relationship Management, IVR, ChatBot

Infrastructure / DC

- Network Engineering, Design, Testing, Architecture, Hosted PBX
- Rack / Stack, Configuration, Critical Infrastructure, DR / BC
- DC Migration and Application Support

Data / Business Intelligence

- Data Design and Warehousing, On-prem, Hybrid, Cloud
- Big Data, Near Real-Time Technologies
- Data Science, Advanced Analytics, ML/AI

Operational Support

- Program and Project Management
- Business Analysis
- Product Lifecycle Management
- Agile / Waterfall / Kanban Methodologies

Telecommunications Case Studies

BRIDGING THE TECHNOLOGY GAP FOR TELECOM

Leveraging years of experience in a broad range of technology solutions, our consultants support some of the largest companies with industry-specific technologies, needs, and challenges.

Network Operations

AUTOMATION TEST ENGINEER

Our client asked ClearBridge to provide a Sr. Network Automation Test Engineer to help build out their network automation test platform.

ClearBridge provided a consultant who was responsible for access architecture latency testing for our client's red network including HFC (Hybrid Fiber Coax), and FTTH (Fiber to the Home) as part of their sustaining engineering team.

DOCSIS NETWORK ENGINEER

Our client asked ClearBridge to provide a Docsis Network Engineer with service provider route switch, CPE, and CMTS/DOCSIS experience to support our client's DOCSIS Network Lab Team.

ClearBridge provided a consultant who was responsible for Access Architecture for our client's red network including HFC (Hybrid Fiber Coax), and FTTH (Fiber to the Home) as part of the sustaining engineering team.

WI-FI SPECIALIST

Our client asked ClearBridge to provide a Level 3 Wi-Fi Specialist to support their Advanced Wireless and Public Wireless Operations Team.

ClearBridge provided a consultant who performed root cause analysis of Core and Edge network issues including analyzing existing Wi-Fi networks & equipment and identifying opportunities for improvement.

Data and Analytics

DATA SCIENTIST

Our client asked ClearBridge to provide a Data Scientist with statistical model-building & validation experience.

ClearBridge provided a consultant with strong data manipulation & interpretation skills & the business acumen to quantitatively assess business problems. Our consultant was responsible for building predictive & statistical models to improve their credit policy & minimize credit losses by identifying possible defaulters. Our Data Scientist also created predictive models for acquisition/risk management, customer retention, & customer segmentation, & was responsible for generating the quantitative analysis necessary for data-driven business recommendations.

BUSINESS INTELLIGENCE ANALYST

Our client asked ClearBridge to provide a Business Intelligence Analyst to support a Business Intelligence vertical.

ClearBridge provided a consultant who was responsible for requirements gathering, user stories, data gathering, and manipulation. Our Analyst worked with numerous internal stakeholders to understand business needs and drove projects forward.

DATA ARCHITECT

Our client asked ClearBridge to provide a Data Architect to support their Data Management team.

ClearBridge provided a consultant who was responsible for building out a Data Lake, including the design, development, & management of data models (both logical & physical) of staging & production data layers. Our Architect updated data models to meet new business requirements, communicated data designs to both business & technical stakeholders, & worked with Teradata database teams to migrate changes to test & production environments.

BSS Applications

SOLUTIONS ARCHITECT

Our client asked ClearBridge to provide a Solutions Architect to support their self-service web & mobile app platform.

ClearBridge provided a consultant who collaborated with other architects on the team to create architecture artifacts enabling delivery for end-to-end architecture solutions. Technology stack utilized by the team consisted of Angular, Docker, REST, Java, NodeJS, NoSQL, SpringBoot, Microservices, Kubernetes, AWS Lamda Flux Architecture (NgRx or Redux), and GrapQL.

ENTERPRISE ARCHITECT

Our client asked ClearBridge to provide an Enterprise Architect with experience reviewing technology ecosystems and making recommendations to senior leadership.

ClearBridge provided a consultant who helped shape the ecosystem of a newly established billing innovations group, which was responsible for the improvement of software solutions, automation, data transfer, as well as internal tools & processes related to CSG & Amdocs billing platforms. Our Architect conducted requirements gathering, & reviewed the entire ecosystem, including how the various systems & frameworks interact with each other, the tools, & security measures. Our consultant then presented their documented findings & recommendations for future tech stacks to senior leadership.

Compliance & Regulations

PROGRAM MANAGER

Our client asked ClearBridge to provide a Program Manager with extensive experience managing several high-profile telecom projects simultaneously.

ClearBridge provided a consultant who worked with both technical and functional teams on a variety of mission-critical and high-visibility Privacy Legislation Compliance projects, and Broadband Consumer Label projects. Our Program Manager was responsible for implementing schedules and monitoring programs from inception through delivery, defining and reporting on program roadmap, status, development issues, and success metrics to executive leadership, monitoring areas of risk, maintaining budgets, and finding areas to reduce costs.

Operational Support

BILLING PROJECT MANAGER

Our client asked ClearBridge to provide a Project Manager to focus on driving process and workflows for a credit services group who were responsible for the implementation of credit policies for onboarding customers, processing and analyzing data related to customer payments, and collections processes related to late or unpaid service charges and un-returned equipment.

ClearBridge provided a consultant who was responsible for ensuring teams met the agreed-upon scope, cost, schedule, and quality measures, developed project plans and drove project milestones, provided day-to-day direction to project resources, drove requirements gathering, and ensured effective change management occurred throughout the project.

TELEPHONY PROJECT MANAGER

Our client asked ClearBridge to provide a Project Manager to focus on Avaya-based call center technology projects, ranging from voice and telephony applications, AI customer experience applications, incident management, and maintenance.

ClearBridge provided a consultant who ensured teams are meeting agreed upon scope, cost, schedule, and quality measures, develop project plans and drive project milestones, provide day-to-day direction to project resources, run meetings, and ensure effective change management occurs throughout the course of the project.

DATA PROJECT MANAGERS

Our client asked ClearBridge to provide resources for development and implementation projects that impact their systems from order entry to post-activation support, including everything from Data Privacy Compliance to programs aimed at helping rural and/or low-income customers have access to high-speed internet and cable.

ClearBridge provided a team of Project Managers who managed entire project lifecycles from project definition through implementation, ensured teams met agreed-upon scope, cost, schedule, and quality measures, developed project plans and drove project milestones, and provided day-to-day direction to both technical and non-technical resources.