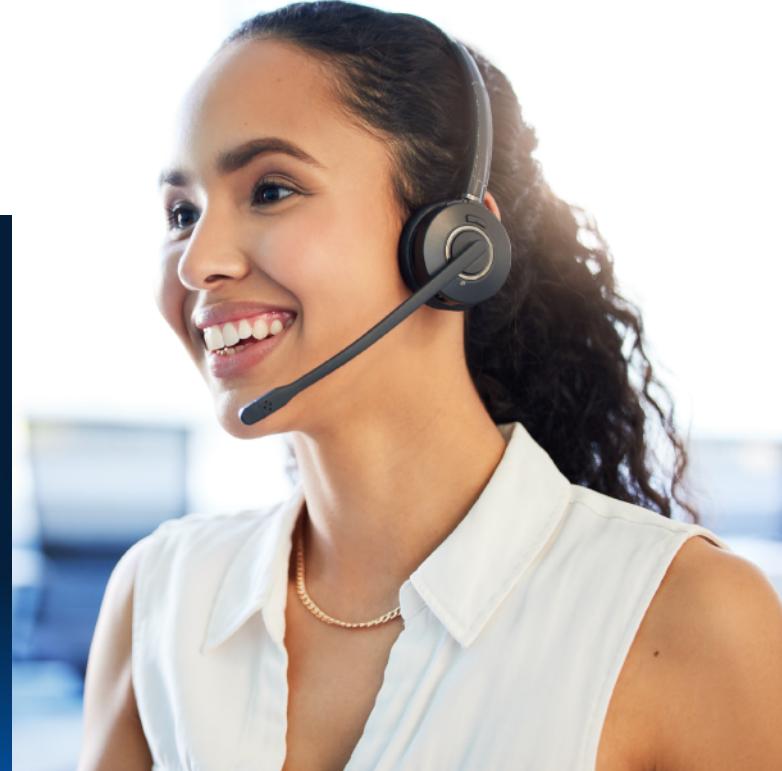




CASE STUDY:

Skytel Helps Granite Improve Service Delivery at Scale

A nationwide communications leader partnered with Skytel to overcome porting bottlenecks and operational hurdles.



“Partnering with Skytel has been a **win-win**. Our customers enjoy faster activations, and our teams are no longer held back by inefficient processes.”

- Sean Roden, Granite

Granite Telecommunications, LLC is a leading communications provider serving multi-location businesses and government agencies across the U.S. and Canada. With thousands of customer orders each month, Granite requires technology partners who can meet the demands of scale, flexibility, and operational efficiency.



The Challenge

✖ **Delayed Port-In Orders:**

Port-in orders weren't handled in a timely manner, which negatively impacted service delivery and frustrated provisioning teams and end customers awaiting activation.

✖ **Inflexible Order Changes:**

Carrier partners lacked the flexibility needed to respond to order changes. Each adjustment became a manual process that slowed deployments and created operational bottlenecks.

✖ **Limited API Integrations:**

Existing API integrations were rigid, error-prone, and required manual intervention, leaving provisioning teams without real-time visibility into porting status.

The Action

Without a trusted carrier provider to rely on, Granite's operational challenges continued to impact customer experience, strain internal resources, and prevent the company from meeting service-level commitments.

By turning to Skytel, Granite gained a partner capable of removing the bottlenecks that hindered its continued growth. Skytel's platform offers the speed and flexibility Granite needs to manage high-volume, complex porting operations without the delays or manual work that had slowed them down.



The Results

With Skytel, Granite can now:



Move orders faster and cut wait times with **improved porting processes**



Handle order pivots and cancellations **without disrupting timelines**



Accommodate extensive order workflows with **robust API integrations**