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Reliance Jio: Delivering Operational Excellence for India's Top Telco

Reliance Jio, the largest telecommunications company in India, is using K2 to streamline operations and expand connectivity for its broadband services across India. At the 2020 FastFWD Worldwide Virtual Event, Ashish Jadhav, Vice President & Technology Leader at Reliance Jio, highlighted a few key processes out of dozens the company has automated with K2's intelligent process automation platform.

The Challenge

The fast-paced, high-growth telecommunications market is highly competitive, so Reliance Jio wanted a platform to build complex, task-based applications that could be deployed quickly to speed up time-to-market. As it works to help fuel economic and digital growth across India, the company plans to install 500,000+ km of fiber optic cables throughout the country. It selected K2 to simplify workflows around this ongoing fiber construction project, along with other operational priorities across the organization.

The Outcomes

- Increased productivity in the field, saving around 6 days of work per fiber cable installation.
- Simplified compliance with a single platform to manage 10,000+ compliance tasks.
- Subsidiary Reliance Retail, which operates 10,901 stores, doubled its IT asset accuracy and is saving 4500 worker-days per year.
- Improved vendor relationships by allowing for 99% accuracy in billing and reducing vendor complaints by 60%.

"K2 is part of our core technology platform. It has helped us to improve tremendous business value."



Ashish Jadhav

Vice President & Technology Leader at Reliance Jio



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