

Case Study: Mikkena Global – Scaling a Tier 1 US Telecom Network Without Creating Risk



The Reality

At Tier-1 scale, growth is not the problem.
Control is.

This operator was expanding enterprise services while running a network that could not afford mistakes. Provisioning volumes were rising. Legacy and next-gen networks had to coexist. Migration programs were moving into execution. ENOC teams were under constant pressure.

Adding internal headcount would increase cost — and risk.

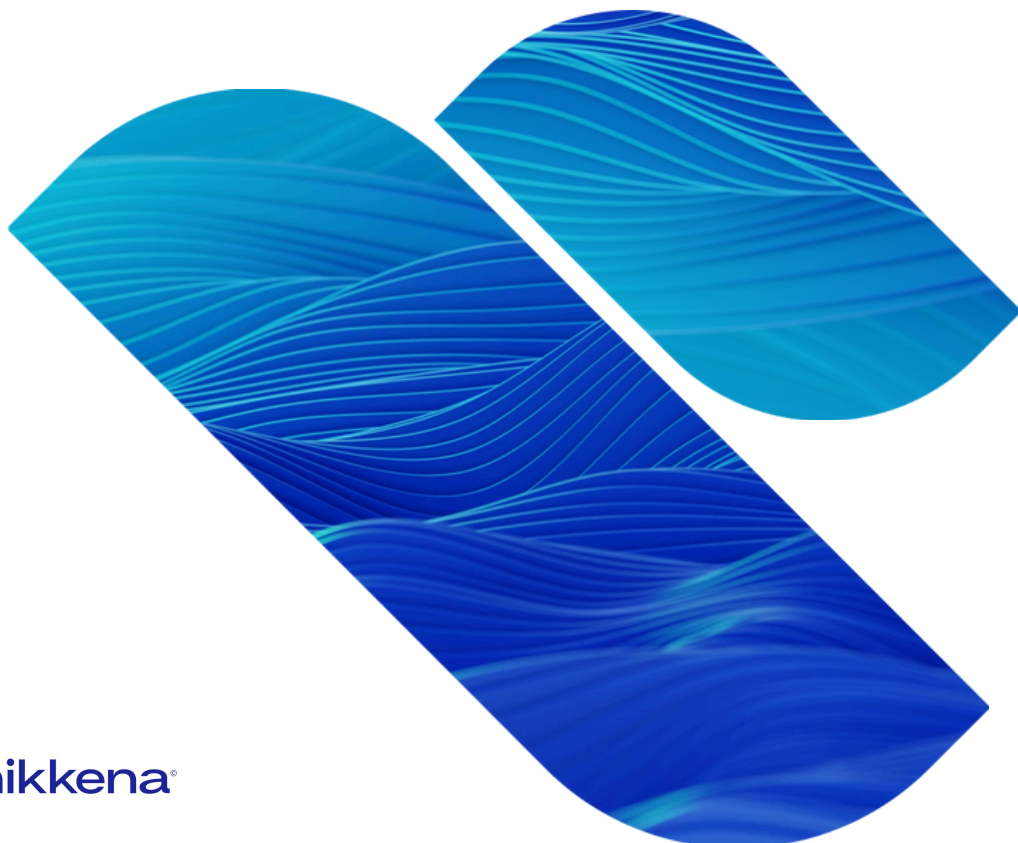
They needed engineering capacity that could operate **without supervision, without noise, and without error.**

The Choice

Mikkena was brought in not as a vendor, but as an **extension of the network organization.**

The mandate was simple:

**Take on critical engineering work and
make it invisible.**



What Mikkena Did

High-volume provisioning

- 38,279 orders provisioned (2024)
- 29,094 orders provisioned (2025 YTD)
- 0 outages originating from provisioning activity

Network Design & OIC Engineering

- 28,345 designs completed (2024)
- 36,650 designs completed (2025 YTD)
- 0 design-related outages

Large-Scale Network Migrations

- 9,772 ports migrated (2024)
- 9,761 ports migrated (2025 YTD)
- Zero customer-impacting outages

24/7 ENOC Operations

- 176,640 alarms acknowledged within 1-minute SLA
- 10,920 incident tickets generated within 10-minute SLA
- Monthly averages sustained without SLA breaches

Legacy TDM & SS7 support

- Continuous support for SS7, 5ESS, DMS-10, DMS-100, GTD-5 platforms
- Stable operation of legacy voice infrastructure during modernization



The Outcome

Nothing broke.

And in telecom, that is the outcome.

- ✓ 100% outage-free execution across provisioning, design, and migration
- ✓ Tens of thousands of engineering tasks delivered without rework
- ✓ National-scale operations supported without expanding internal teams
- ✓ Predictable delivery, predictable cost, predictable networks



Why It Worked

Mikkena didn't operate like an outsourced team.

We operated like **senior engineers** who have seen failure before — and designed it out.

For a **Tier-1 operator**, that level of discipline isn't optional.

It's how networks grow without losing control.

