

# Zero-Touch Provisioning Study

Case study on reducing operational overhead by 40% through automated subscriber lifecycle management and AI-driven workflows.

10 Min Read · CL-2024-004 · March 2024

## EXECUTIVE SUMMARY

A Tier-1 MVNO deployed zero-touch subscriber provisioning across its eSIM and IoT portfolio, replacing a largely manual activation workflow. This case study documents the operational overhead reduction achieved, the AI-driven exception handling model used, and the human-review gates retained for edge cases.

**40%**

Operational overhead reduction

**3.1M**

Devices provisioned

**<2 min**

Median activation time



# The starting point: manual provisioning at scale

---

Prior to this deployment, subscriber activation across eSIM and IoT device categories required manual review at three separate handoff points, each introducing delay and a source of human error at high volume.

- Identity verification handoff averaging 6 hours during peak enrollment periods
- Rate-plan assignment requiring manual lookup against a 40+ plan catalog
- Device-type provisioning rules maintained in an undocumented spreadsheet



# The zero-touch model and its results

---

The new workflow automates identity verification, rate-plan assignment, and device provisioning end-to-end, routing only genuine exceptions — ambiguous identity documents, unusual device fingerprints, or policy conflicts — to a human reviewer.

## RESULT

Operational overhead fell 40% within the first two quarters, with median activation time dropping from several hours to under two minutes for the overwhelming majority of enrollments.

## What stayed human

Approximately 3% of enrollments continued to route to human review — primarily ambiguous identity verification cases — by explicit design, preserving accountability for the decisions that matter most.

## Continue the conversation.

To discuss how the findings in “Zero-Touch Provisioning Study” apply to your network, request a full institutional briefing with our solutions architecture team.

[Request a Demo](#)

[Visit zoikonex.com](https://zoikonex.com)

---

© 2026 ZoikoNex · ZoikoNex is an AI-powered telecom monetization, OSS/BSS and governed billing platform operated by Zoiko Tech Inc., the technology arm of Zoiko Group Inc.