HARMONITOWERS

Case Study

How Harmoni Accelerated Document Readiness for Telecom Site Decisions

Challenge
As Harmoni's tower portfolio expanded, the company proactively focused on strengthening document accuracy, visibility, and speed across thousands of files.

Why Change
Rapid growth and the desire to stay at the leading edge of industry technology created an opportunity to modernize how reviews are handled and improve how trusted information is accessed.

Solution
Inorsa automated document ingestion, validation, and metadata extraction, giving Harmoni accurate, actionable data at scale without disrupting existing workflows.

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Harmoni gained faster, more accurate visibility into site data by automating file validation and metadata tagging with Inorsa.

Harmoni Towers is a wireless infrastructure owner and operator responsible for managing thousands of documents tied to its tower portfolio of more than 2,000 sites. As VP of Administration and Systems, D.J. Grosso oversees colocations, repairs and maintenance, IT, cybersecurity, and the systems the company relies on to manage risk and maintain accurate records. His teams depend on clean, reliable, well-organized data extracted from files to operate efficiently.

> "Most AI companies aren't producing anything tangible I can use. Inorsa is different — they deliver real, practical outputs with speed and bring a rare combination of tower expertise and software engineering."

D.J. Grosso
VP of Administration & Systems

Challenge

Before adopting Inorsa, Harmoni's teams were managing a growing volume of documents across their tower portfolio. While Harmoni's information management has always been a competitive advantage, it knew it had to adopt innovative new technologies to stay ahead as the business expanded:

- **Commitment to File Accuracy:** As their portfolio grew, Harmoni knew it needed to hold itself to an even higher standard of operational precision with file naming consistency and alignment between document titles and contents.
- **Visibility into issues**: The team recognized the need for smarter, more intuitive systems that empower teams to proactively identify and correct discrepancies files and folders.
- **Reducing Cycle Times Through Automation:** Leadership and cross-functional teams often need answers buried inside documents. Meeting these requests often created resource-intensive review cycles.
- **Dependence on outsourcing:** External partners could help accelerate information extraction, but Harmoni knew that it needed to find more innovative and cost-effective solutions to maintain its competitive advantage.

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Why Change Was Needed

As one of the fastest growing tower developers in the United States, Harmoni knew that its growth would also increase the volume of incoming questions and data needs. To maintain its position as a leading tower company, the Harmoni team needed a better way to keep pace with growth while maintaining accuracy and control.

Harmoni needed a faster, more reliable way to:

- Maintain a clean, trusted record of every file and data inside it
- Reduce dependency on document-heavy review
- Support business development, colocation, and operations with accurate data
- Pinpoint issues without combing through large sets of files

> "The amount of information we need is always increasing. If you don't keep it up and maintain it, you're going to have a gap."
>
> **D.J. Grosso**
> VP of Administration & Systems

Harmoni's rapid growth highlighted the need for more automated, intelligent workflows that could keep pace with growth and allow teams to focus on higher-value work.

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Solution

Harmoni partnered with Inorsa to automate critical parts of its file management process and give teams the clarity and structure they needed to operate with confidence. Inorsa became the engine organizing the document system, ensuring accuracy at scale.

Using Inorsa's AI-enabled service platform for infrastructure assets, Harmoni now:

- Ingests files automatically through a system-to-system integration
- Validates document types and flags mismatches in seconds
- Generates structured metadata across the portfolio
- Identifies file conflicts and highlights exactly where teams need to focus

These capabilities strengthened data integrity across the portfolio and gave Harmoni a more reliable, predictable foundation for its work, without requiring teams to change how they operate day to day.

Most Impactful Capabilities

> **File validation** that flags inconsistencies and misplacements

> **API-driven metadata tagging** that provides clear, directional cleanup

D.J. described Inorsa as "a backend wizard" that checks files with speed and precision, and he emphasized the team's ability to rapidly turn ideas into working prototypes. In his words, Inorsa stood out because of its speed, practicality, and rare combination of tower expertise and software engineering.

> "They walk the walk. If they don't have a way, they will find a way."
>
> **D.J. Grosso**
> VP of Administration & Systems

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Before Inorsa, the team saw an opportunity to build a more reliable way to surface issues and focus attention where it mattered most. With Inorsa, Harmoni benefits from clear, immediate focus, guiding efforts exactly where they create the most impact.

Results

The integration of Inorsa into Harmoni's workflows quickly delivered meaningful gains in efficiency, visibility, and performance.

Exceptional data integrity and industry-leading accuracy

With Inorsa's support, Harmoni has elevated the accuracy and consistency of thousands of documents across its portfolio—advancing its commitment to a gold-standard level of data hygiene. This improvement strengthens the integrity of the entire file ecosystem and reinforces Harmoni's reputation as a leader in operational excellence.

Faster, more focused cleanup

The platform enables Harmoni's team to work with greater precision by clearly identifying which data points or documents require attention. This eliminates the need to manually navigate large volumes of files and allows Harmoni to focus resources on the most meaningful actions, dramatically improving cleanup speed and accuracy.

Stronger cross-team accountability

Clear data visibility created new alignment across teams by making it easy to see what needed review or correction and who was responsible for each step. With real-time visibility into data quality, Harmoni's teams are now more aligned than ever.

Seamless Integration Without Disrupting Proven Workflows

Inorsa replaced the manual review step that previously happened before work reached the team. The downstream workflow remained the same, but the team now starts with accurate, organized data generated automatically through Inorsa.

Leadership confidence and ongoing momentum

Hands-on working sessions and open problem-solving with Inorsa kept leadership engaged and aligned as the partnership expanded.

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Looking Ahead

Harmoni is now rolling out Intelligent Fields, Inorsa's capability that extracts structured data from documents automatically. Early testing has shown the potential for major time savings. In one test, a review process that previously required three to four weeks was completed in two days, illustrating how automated field extraction can transform document-heavy workflows at scale.

As these capabilities expand across more sites, Harmoni expects faster insight, stronger data hygiene, and more streamlined operations. D.J. noted that the team is always evaluating ways to increase revenue, reduce expenses, or improve operational efficiency. Intelligent Fields will be a key part of that roadmap.

Additional initiatives with Inorsa's product team are already underway, and D.J. hinted there is more on the horizon. Though, as he put it, the details are "top secret for now."

Harmoni Towers

Telecom infrastructure owner and operator

Key Wins

- File accuracy improved across thousands of documents
- Faster, more focused cleanup
- Clear, directional visibility into issues and misplaced files
- Stronger cross-team accountability
- No disruption to existing workflows
- Leadership alignment strengthened through hands-on collaboration

Top 3 Capabilities Used

- Automated file validation
- API metadata tagging
- Intelligent Fields (early rollout)

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