

MANAGED NETWORK SERVICES FOR CONTACT CENTRE

of a Fast Growing Telco



Services: Managed IT

OVERVIEW

The customer is a **\$1.6 Bn Fastest Growing Telco Company** based out of India. ACL has provided Network Services for the customer contact centre which has improved their Operational Efficiency and Customer Satisfaction.

CHALLENGES



Limited managed network support services



Lack of installation & monitoring support for network services



Limited governance & operational productivity



No proper mechanism for service level agreement measurement of services

SOLUTION

Managed Network Center Support Services

- 1 24x7x365 Network Support Services to the customer
- 2 Management of WAN links, routers, switches & other network devices as well as monitoring and resolution of packet drops and latency in WAN links across locations
- 3 End-to-End Helpdesk Management Support for network equipment and application testing and other network related issues
- 4 Policy Audits for security & access controls & gap fulfilment
- 5 OS upgrades, Backup management, Configuration through scripting and network configuration management (NCM) tool
- 6 100% Compliance Management achieved through tools and processes



ENGAGEMENT HIGHLIGHTS

- Increase in operational efficiency through SLA driven mechanism
- Scaled to 10 Support Locations to provide data center services
- 100 Million subscriber activation within 5 months
- Established centralized governance and communication management
- Increase in customer satisfaction through SLA driven approach