

MANAGED NETWORK AND SECURITY TOOLS SUPPORT SERVICES

for a Fast Growing Telco



Services: Managed IT, Security

OVERVIEW

The customer is a **\$1.6 Bn Fastest Growing Telco Company** based out of India. ACL has provided Managed Network and Security tool Support Services to the customer which has enabled them to increase their Operational Efficiency.

CHALLENGES



Limited managed network support services



Lack of installation & monitoring support and traditional websense proxy for network services



Limited governance & operational productivity



No proper mechanism for service level agreement measurement of

SOLUTION

Managed Network Center Support Services

- 1 24x7x365 Network & Security Tools Support Services to the customer
- 2 Management of Network and Security Tools for BSS/OSS and contact centre
- 3 End Point Security for desktops via DHCP port mapping
- 4 Monitoring and Resolution of packet drops and latency in WAN link across locations
- 5 End-to-End Helpdesk Management Support for equipment and application
- 6 Policy Audits for security & access controls & gap fulfilment, OS upgrades, backup management



ENGAGEMENT HIGHLIGHTS

- Increase in operational efficiency through SLA driven mechanism
- Scaled to 13 Support Locations 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