

---

# MANAGED SERVICES FOR ENTERPRISE NOC

of a Leading Petroleum Company



**Services:** Managed IT, Consulting & Strategy, Security

## OVERVIEW

The customer is a **\$2.2 Bn Leading Petroleum Company** based out of India. The Network Operating Managed Services Support provided by ACL to the customer has enabled them to increase their Operational Efficiency and enhance their customer experience.

## CHALLENGES



Lack of Ticket handling process for L1 and L2 support management



Lack of tools and monitoring support for network devices and issues



Reduced operational efficiencies

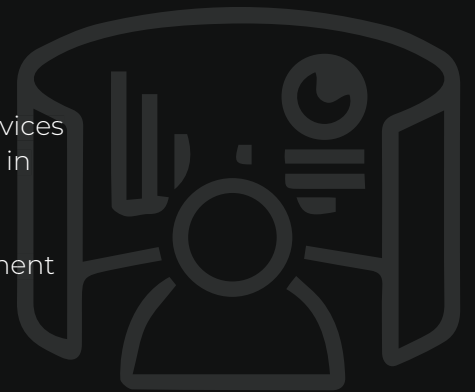


No proper mechanism for SLA measurement of services

## SOLUTION

### NOC Managed Services and Device Management

- 1 24x7x365 ITIL based L1 and L2 support & ISMS process consulting
- 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
- 5 100% Compliance Management achieved through tools and processes



## ENGAGEMENT HIGHLIGHTS

- Enabled automation, network optimization & capacity management
- Provided global support
- Managed 3500 network devices, 50,000 assets and around 150,000 users
- Increased operational efficiency through SLA driven mechanism
- Enhanced customer satisfaction



ACL Digital is a design led Digital Experience, Product Innovation, Engineering and Enterprise IT offerings leader. From strategy, to design, implementation and management we help accelerate innovation and transform businesses.

ACL Digital is a part of ALTEN group, a leader in technology consulting and engineering services.

Proprietary content. No content of this document can be reproduced without the prior written agreement of ACL Digital.