



Voice Infrastructure Management for a leading BPO Services provider

Client Profile

The client is a leading provider of outsourced business process management services offering a wide range of services across banking and financial services, telecommunications and media and the healthcare industry.

It provides services throughout the customer lifecycle, including customer acquisition, customer care, billing and collections, transaction processing and business research and analytics.

Objective

The primary objective of the client was to have better service availability and an SLA-based approach to ensure 24/7 critical business support for their voice infrastructure. Another driver was that the client also wanted the internal IT team to be able to focus on new projects and improvements.

Challenges

24X7 Operations

The main business challenge was to run operation 24x7 with committed service level across multiple centers

Downtime has Critical Impact

As a provider of outsourced Business Process Outsourcing services, any down time or delayed service directly translates to lost revenue for the client and in turn impacts the business processes of the client's own customers.

Predictable IT costs

With an SLA-based approach coupled with output-based pricing, the client wanted predictable IT costs that would be lower than their in-house management costs.

Multiple Technologies

The client's infrastructure included multiple technologies and the Microland team needed to have highly skilled resources to be able to support the entire range of technologies.

Initial critical problems with Client Infrastructure

Early in the engagement, environmental factors lead to multiple device failures across all centers

Solutions

Microland used its extensive experience in managing complex operations across multiple locations and environments and deployed highly skilled resources capable of working on multiple products and technologies. The centralized team deployed onsite had all the requisite skill sets and were mandated to train teammates hence ensuring uniformity of resource knowledge.

Microland also created a Standard Operating Procedure for routine issues and changes in the network to ensure a faster response.

Further, the desktop team was trained on L1 Telecom Support to ensure timely resolution for end-user incidents even without the involvement of core team

Key Deliverables

- Managing the Client's Infrastructure 24X7
- L1, L2 and L3 support
- SLA-based delivery for 3000+ phone setups
- Incident, change, release, problem, supplier and configuration management
- Providing additional inputs on availability and capacity management of the devices/services

Benefits

Improved response/resolution for major incidents thereby reducing cost of downtime

Minimized customer bandwidth usage in daily operations thereby enabling customer to focus on new projects and improvements

No more resource management worries and improved customer satisfaction