



Outsourced IT services offered by I IPL helps telecom company achieve their highest level of service.

BUSINESS OBSTACLES | SOLUTION | RESULTS

Overview

The Client

One of India's Topmost 'Telecom Service Provider'.

Business Obstacles:

A Lack of High-End Multi Tech Support, Single SLA across the country, EOSL, Support Management of large computing servers and 5000+storages.

Service/Solution offered by I IPL

I IPL offered to provide outsourced IT services to maintain break-fix of hardware, Onsite manpower, helpdesk, remote technical assistance.

Benefits/Result by I IPL

Reduction in OPEX by 20% in the period of 2 years, Multi-Partner Support, Uniform Service Delivery, Single point of contact for various OEM – Hardware.

Client Brief

They are leaders in telecom and broadband services in India with more than 30M subscribers. The client has wide operational sites with highly competent IT facility centres. The company possesses very high standard equipment and data centres since they manage a large database of users.

The business niche requires delivery of services in a short period of time. Thus the company has resources arranged to handle day to day activities, viz. for every new add-on service the company has resources to handle the workload. The company also has a policy to upgrade old systems and develop skills of existing resources.



Business Obstacles

Our client provides large scale telecom technology services. With the increase in volume of service tickets, the efficient response time lagged. The application installed for handling the tickets was slow. Some of the major obstacles that our client faced were:

- » **Lack of High End Multi Tech Support** – To manage the equipment's with 0% downtime, multiple tech support resources were required. Though IT infrastructure was in place but desired output was not satisfactory.
- » **Framing Single SLA across country** – Due to the involvement multiple IT resources, workforce and partners, multiple SLAs were in practice which was not turning out to be suitable for operation and performance management. There was need of single SLA across the country units-big or small.
- » **EOSL Support** – At the time of maintenance and support the EOSL came as a surprise because the hardware details were not monitored and there was no external EOSL support hired by the company to handle the situation.
- » **Management of large computing servers and storages** – Large base of consumers means deployment of large computing servers and storages. The brand had made arrangements for proper resources but management of same was a predicament.

Service/Solution offered by IIPL

After analysis of current IT laggings, IIPL came with a full proof proposal to regularize the IT jobs and catalyze the delivery process. Some of the solutions offered by the IIPL team are mentioned below:

- » **Break-fix of hardware:** The existing hardware set-up needs to be surveyed. Once the problematic hardware is surfaced out it needs to be immediately fixed. Apart from this preventive maintenance was to be carried out and spare availability needs to be ensured, to prevent breakdown.



- » **Hands and feet onsite:** All the data centers, DR's and operation sites must be manned to handle troubleshooting and support operation. Deploying multi-skilled resources was the need of the hour.
- » **Helpdesk:** For handling and resolving customer technical queries a round the clock competent help desk service was required.

Benefits/Results by IIPL

The IIPL team designed and framed an operating procedure and a multi-utility scheme to bring in desired results.



- » The major achievement was observed in the form of reduction in OPEX by 20% in a span of 2 years.
- » The development of new modules and monitoring system provided the highest level of Multi-Partner Support.
- » Operation analysis and distribution of work load helped in a Uniform Service Delivery across the country sites.
- » As a single point of contact for various OEM – Hardware, the desired support and maintenance was achieved with team efforts.