

*The client is a leader in the telecommunications market delivering flexible and effective solutions to carriers, businesses and homes. Client is comprised of a family of brands, all dedicated to innovation, affordability and execution. As a part of its continual improvement and growth, Client Telecom has expanded its expertise to include commercial and residential telecommunications services, carefully adjusting to meet the challenges of the changing telecommunications landscape.*



## **Goal / Critical Factors:**

Our sign off between both sides was to understand client goals & critical factors for the transition as they faced productivity issues and coverage was just 18 x 5. We listed down the tasks and finally came up with starting with 4 core engineers with IP/TDM/SIP related experience

### 1. Incident Management – Ticketing

- Call issues – DTMF, Routing, OWA, DA, Quality issues
- Circuit
- Backbone
- Equipment
- Vendors
- IP Routing / Switching
- Configurational issues / Service Delivery
- RFO • Toll Free / DIDs

After one month we started covering their more critical areas of Customer Service

### 2. Customer Service

- Understanding the customer base.
- Understanding the technical 1st level troubleshooting.
- Answering phones calls & emails with the ticket number
- Assigning tickets to the concerned group with the 1st level troubleshooting.
- Help Desk to Service Level Management
- Available 24x7

3. Working with off shore team for areas related to environmental alarms, fraud monitoring and management
4. Working with vendors for maintenances / Vendors to upgrade software/patches
5. Backup & Patch Management from vendors or relative parties concerned
5. Alarm Monitoring
  - All the nodes from network backbone linked with Monitoring tool via SNMP protocol & taking proactive measures by reacting on the alarms to avoid any network outage. Database servers, switches, routers etc.
7. In-switch Routing
8. Immediate workaround on any outages / escalations In 6 months we had Availability of 24x7 Resources & phones of 3 person per shifts mandatorily.
9. Knowledge Dashboard
10. Trained employee with telecom basics
11. Training and Development - new recruits
12. Understanding Client's vision
13. Handle Internal & External KPIs
14. Network Operations:
  - Voice & data (IP) network monitoring
  - Monitoring operations of all backbone links and network devices
  - Ensuring continuous operation of servers and services
  - Full featured, web based helpdesk for resolving IT and non-IT issues
  - Providing quality support for network users
  - Troubleshooting with clients all network and system related problems
  - Integrated support for Incident, Problem, Change, Configuration management
  - Opening tickets to track and document resolution of problems
  - Service Level Management for support processes
  - Generates notifications, escalations, reminders
  - 24 hours a day, 7 days a week supervised operation by highly skilled network and system engineers
  - Supports multiple tenancy support for Service Providers
  - Highly scalable with high performance and support multiple users across many teams and locations

### ***Challenges (Managed & Handled):***

We would be lying if we say that we took over all the operations of the client efficiently right from day one. There has to be various challenges in dealing any new process. Ours is no different. Basic challenges we faced –

- Smooth handover – Getting all the basic documents, access to the systems, accessibility, feasibility, visibility etc.
- Co-ordination with the offshore team – Being in different time zone, coordinating with the client gets quite difficult. Adapting their work culture took a little time.
- Understanding the new technologies, they work on.
- Variable requirements of clients on day-to-day basis.
- In short span we were able to reach to client expectations with 75% improvement in productivity in span of 6 months

## Solution We Worked On :

When we spoke about the challenges, we firmly believe in nailing them down by finding the way out. We started working on –

- Documentation of individual processes with Process documents.
- Scheduled maximum resources during offshore team's Business hours for the proper coordination & bridge the gap of different time zone while working 24x7.
- Suggested for the off-shore On-call person to reach out in case of emergency to begin with.
- Review meetings to discuss the gaps, if any.
- Webex training with the client on all the tools & technologies.
- Followed ASAP (Aim, Study, Achieve, Prove) Methodology – “Lift and Shift” approach with no difference in the “As-Is” and “To-Be” processes. Creativity and innovations lined soon we successfully proved the process working efficiently per the client's requirement.



## Process

Streamlining the process –

- Scheduling to ensure required resources 24x7.
- Training as and when required.
- Troubleshooting – Traces, Test calls, online testing, Alarms, Creating tickets with vendors/carriers, Work with on-site techs on data center issues etc.
- Alarm Monitoring
- Maintenance MoP definitions
- Handling Email / Phone 24x7
- Fraud Monitoring , Analysis
- Handling SMS , TF issues

**Results:**

This has been the best part to look at. We believe in results in the favor of client.

- 100% Productivity, efficiency
- Customer and Client Satisfaction
- Resource procurement and analysis
- Gaining client's faith.

**We Certified**



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