

SUCCESS STORY | TELECOM

Leading telecom provider improves customer experience by deploying a comprehensive support platform

A single-vendor solution to handle end-to-end managed services



About the client

A premium telecom service provider in the Middle East revolutionized the telecom landscape. Since its inception in 2010, the client has provided various ICT solutions and digital services in several categories, including telecommunication, IT, financial technology, digital media, cybersecurity, and other advanced digital solutions.

Requirement

Our client was engaged with multiple vendors to manage and support their lines of businesses, Cisco, and other third-party components. It was becoming complicated for the client to manage multiple geographically dispersed vendors, and their customer experience was also taking a hit. The client was looking

for a single vendor to handle end-to-end managed services, failover testing, quarterly audits, etc.

Solution

Servion implemented ServCare, a flexible managed services platform for unified communication and customer experience. ServCare is a comprehensive and flexible Managed Services offering from Servion that focuses on availability, optimization, adoption, operational and business intelligence. ServCare could streamline and manage IT operations that augment customer retention, satisfaction, and experience by minimizing downtimes

Servion's solution included:

- **Single support platform:** ServCare being a comprehensive and flexible support platform, was

able to manage the client's IT and contact center components, including Cisco, Verint, eGain, iVision, etc.

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- **Global delivery model:** Servion deployed an onsite and offshore resource model that allowed 24x7 support. Servion's time-tested and proven global delivery model is based on well-defined processes and frameworks that allow us to deliver top-notch services using skilled resources from multiple locations.
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- **Knowledge Transition and Program Governance:** Utilizing offshore resources spread across multiple locations could be challenging during knowledge transfer and derail projects during execution. Servion's robust knowledge transition and established program governance framework reduced the Total Cost of Ownership (TCO) and improved service delivery for the client.
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- **Operational insights:** ServCare's predictive approach to operational and business analytics helped the client derive actionable insights to improve performance and capacity planning to maximize ROI from current infrastructure investments from current infrastructure investments

Business benefits

Servion's ServCare platform deployment brought about several operational benefits for the client, including:

- **Improved customer experience and reduced operational complexity** with Single Point of Contact and support platform for all IT & contact center infrastructure, applications, and 3rd party components
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- **Maximized ROI:** The client was able to realize a 20% cost reduction on manpower and was able to re-allocate high paid resources to focus on strategic initiatives
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- **24/7 availability** of resources across diverse technologies to attend to all end-user needs
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- **Improved operational efficiency** with better quality management, recording, workforce management, and speech analytics
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- **99.99% system uptime**

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