

Case Study

Enhanced customer experience for a North American Tier 1 Telco

Challenges:

The customer was struggling to monetise Skype for Business and Cisco Hosted Collaboration Service (HCS) that were hosted on -premise at their data center. They needed a partner who could enable them to manage and operate the services for a cost effective business proposition to their enterprise customers.

TCTS Approach :

Service Fulfilment – End-to-end activities for post -sales pertaining to design and implementation of solutions as a Technology Specialist for cloud services and Skype for Business as per processes, methods, and procedures as specified by the customer.

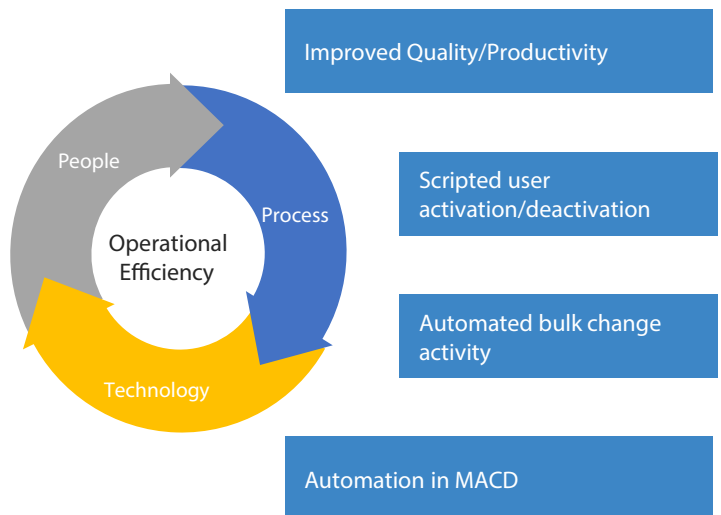
Service Assurance – Managing and streamlining processes for trouble ticket handling of cloud services and Skype for business.

Proactive Maintenance – Proactively managing customer's environment for cloud services and Skype to ensure seamless service experience for end users.

Skype for Business /Cisco Hosted Collaboration Service (HCS) – Configuration of various features to enhance the experience of Skype for Business customers.

- Understand customer requirements and configuration of servers as per the static build form.
- Troubleshoot of configuration issues related to Cisco IP Phones, Call Control Group, CTI Port, Route patterns, Route group, Hunt group, Calling search space, Extension mobility end user configurations and Media resources.
- Troubleshoot issues related to CUCM & Cisco Unity.
- Extensive troubleshooting and root cause analysis to avoid repetitive issues.
- Proactive monitoring of customer services and platforms along with preventive actions for anticipated issues.
- Configuration of multiple features (e.g., team call) for Skype for Business customers.

Benefits realisation:



(Example - apply voice policy to bunch of users; enable Enterprise Voice to bulk users)

