

Fortune 20 conglomerate transitions to Unified Services Management Framework – centralizes and automates its voice infrastructure

Reduces total cost of operations by 30%, slashes handover-to-support cycle time by 50%, and integrates multiple OEM telephony systems under a single umbrella

About the Client

The client is a Fortune 20 American multinational conglomerate offering products and services across various segments including Power, Water, Oil & Gas, Energy Management, Aviation, Healthcare, Transportation and Finance. The client operates in more than 100 countries and employs over 300,000 people.

Goals

CONSOLIDATING AND STANDARDIZING VOICE SERVICES

The client operates across 300+ global sites with varied voice systems and OEM product portfolios, ranging from products acquired in the 1980s to the current high-end enterprise voice solutions from Cisco, Avaya, and Nortel (see Figure 1). This large-scale voice infrastructure, however, lacked a unified centralized view of multiple vendors managing difficult voice OEM portfolios. The disparate localized voice network management was cost-intensive and negatively impacted the availability of Voice-as-a Service, hampering customer experience. The client was therefore looking for a service partner to streamline its decentralized voice infrastructure and enhance service delivery to its customers.

Microland

DELIVERING EFFICIENT OEM SUPPORT

The client selected us as their partner to drive this project owing to our successful track record of driving dynamic solutions across verticals. Having been at the forefront of industry innovation for over two decades, we have also successfully managed the client's email ecosystem since 2000 and played an active role in setting up a top-notch shared services entity that minimized TCO, improved productivity, and ensured high availability.

The client thus wanted to engage with us to significantly improve the performance of their Unified Communications services.

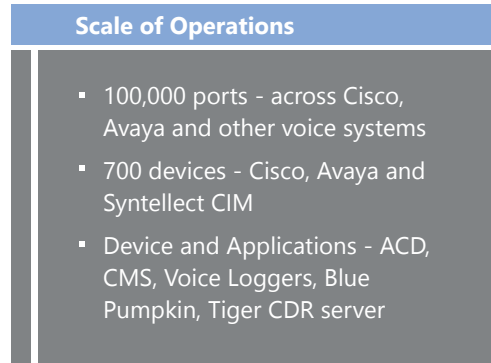


Figure 1: Client's scale of operations

Transformation

CENTRALIZING VOICE SERVICES UNDER A UNIFIED FRAMEWORK

We achieved the desired transformation by standardizing the client's voice infrastructure management. 170 sites across USA and EMEA regions were taken up as Proof of Concept (PoC) to centralize their voice support operations. After the success of the PoC in 2009, we centralized the client's entire operations into a single large support framework. We right-shored the 100% onsite model to an 80%+ offshore one and helped the client reduce costs, increase efficiency and enhance customer satisfaction. Figure 2 highlights the details of our approach.

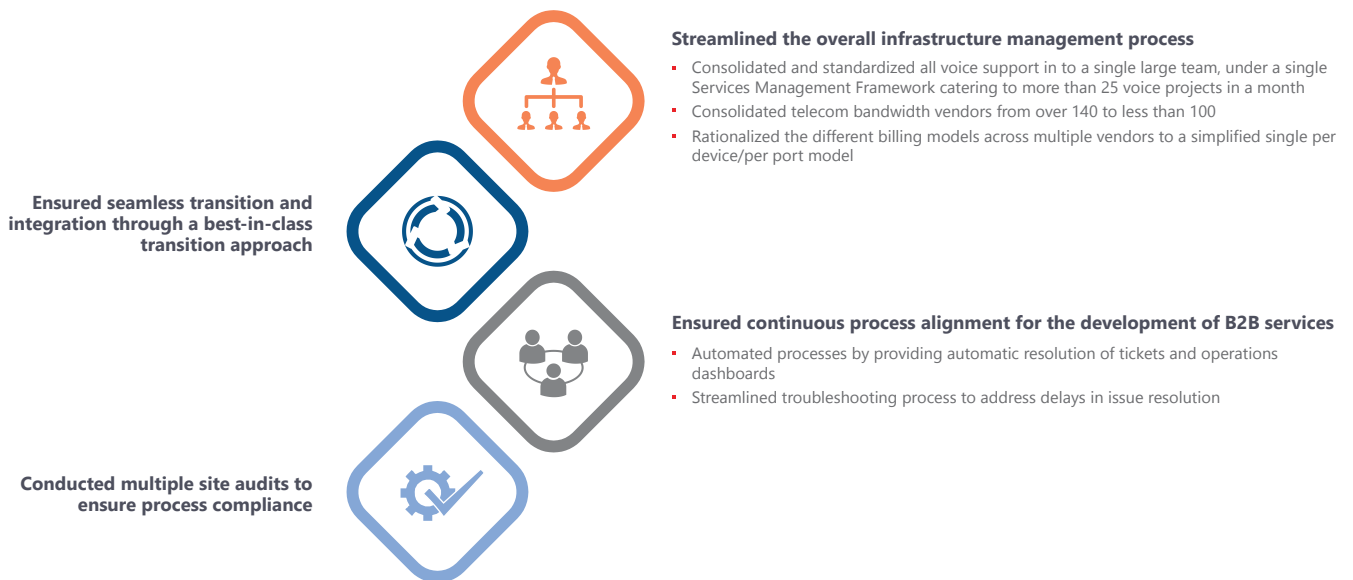


Figure 2: Microland's approach to voice infrastructure management

Outcomes

OPTIMIZING COSTS AND ENRICHING CUSTOMER EXPERIENCE THROUGH IMPROVED SERVICE DELIVERY

We delivered the following positively measurable business benefits to the client.



- 30% reduction in total cost of operations** by minimizing the spend on multiple, geographically-dispersed support centers for different vendors. Consolidated operations into a single large automated and multi-skilled centralized unit



- Integrated different OEM telephony systems into a single unified umbrella** to provide seamless and best-in-class voice services across the client's business verticals

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

