

GLOBAL FINANCING GIANT PICKS TATA COMMUNICATIONS FOR SECURE MPLS CONNECTIVITY, INTERNET ACCESS AND COLLABORATION SERVICES

CUSTOMER OVERVIEW

The Customer is an American multinational financial services company with operations in 35 countries and over 70 million customers globally

DEAL DETAILS

Deployment Region: Global

SOLUTIONS

- Global MPLS
- Internet Access Service
- ACNS



Secure end-to-end Global MPLS Network

100%

Overachieved SLA Uptime



ACNS Increased committed usage from 5 Lacs to average 70 Lacs voice minutes/ month



BUSINESS CHALLENGE

- As a BFSI with presence in 35 countries , data security was of top priority
- Having global applications hosted at multiple inhouse Data Centres (DCs) in the US, a private and secure connectivity with traffic prioritization across office locations and DCs was needed
- Having deployed new VPN gateway in their inhouse DCs for their Work from Home (WFH) users across India, network uptime was critical
- As part of their WAN redesign project, the company planned to establish third-party DCs in India in the next 3 to 4 years to bring the network in-line with other geographies in terms of topology
- The Bank also wanted a solution to communicate within the organization and with their Global clientele without having to install applications on client devices



OUR USP

- Global MPLS within our secure global infrastructure addressed the requirement of security. It's 6 Class of service (COS) Model allows routing based on traffic profile
- We provided MPLS and Internet Connectivity with Redundant Access Network and proactive monitoring of services to achieve >= 99.9% of SLA Uptime.
- Our strong global and domestic presence meant the customer could rely solely on us for it's upcoming WAN redesign project
- To establish communication internally as well as with clients, an Audio-Conferencing Numbering Solution (ACNS) with toll-free numbers was deployed
- We have a dedicated Customer Success Team (CST) for quick resolution in case of issues/concerns raised



BUSINESS IMPACT

Network Services

- Enhanced security with complete end-to-end control over packet data
- 5-10% revenue improvement expected by connecting new sites over MPLS
- Better flexibility, greater efficiency and improved performance with traffic prioritization
- Higher SLA uptime >= 99.9% ensured business continuity and improved customer experience

Audio Conferencing Services

- Achieved cost reduction of 10 to 15%