TATA COMMUNICATIONS

IZO™ PRIME HYBRID ENHANCED WAN SOLUTION WITH DYNAMIC PATH SELECTION SEES GLOBAL CHEMICALS COMPANY PREPARE TO SEAMLESSLY TRANSITION TO PUBLIC CLOUD

"I didn't expect deployment to be so simple. Tata Communications absorbed all the pressure and delivered advanced hybrid WAN and voice solutions to support customer service and collaboration. That even extends as far as China and Latin America."

Chemical Manufacturing Company Spokesperson

CHALLENGE

Global producer of specialty chemicals with 170 manufacturing sites, some in remote locations, had big network issues.

With 16 MPLS providers, the firm's global WAN was expensive and hard to manage.

Streamlining voice and UC provision was necessary to better handle worldwide calls to the contact centre while supporting internal conferencing.

SOLUTION

The company chose an IZO™ Prime Hybrid Enhanced WAN solution, with DPS and app recognition, from Tata Communications.

The platform combines highly-secure MPLS connections and Internet links, supporting a planned move to AWS public cloud.

Global SIP Connect lets customers easily reach the contact centre, and facilitates conferencing anywhere in the world.

RESULTS

Using a single provider has simplified management, reduced IT costs, and enabled an active/active WAN architecture with circuit optimisation.

Customer service has improved with reliable incoming calls delivery to the contact centre from across the planet.

Employees can collaborate more effectively, thanks to better voice and call functionality.

SERVICE & SUPPORT

Rationalised documents offered a voice service rates overview, emphasising the competitive nature of Tata Communications' pricing.

Superb project management ensured smooth WAN and voice services rollout, without business disruption. Pre-sales flexibility preceded speedy deployment and adherence to SLAs.

IZO™ Prime Hybrid Enhanced WAN connects 170 sites

Seamless inbound calling for customers worldwide

Complex global rollout completed professionally

SLA

Multiple performance SLAs consistently met