CLIENT SERVICES : PROGRAM MANAGEMENT AND SERVICE DELIVERY

GET IT RIGHT. FIRST TIME, EVERY TIME.

GIVE YOUR PROJECTS THE BEST START – AND FINISH – WITH OUR EXPERTISE AND PROVEN METHODOLOGIES

Make stress-free, successful project delivery the rule rather than the exception – and raise the agility of your entire organisation. Our program management service gives you outstanding, process-driven support to make sure projects run smoothly from start to finish. Not just every now and then, but every single time. As seamless transitions become the norm and change second nature, your organisation becomes primed to thrive in today's increasingly competitive world.

- Simplify the entire process with the same, single point of contact program manager, available from pre-bid stage right through to transition and project closure

- Enjoy peace of mind knowing your program manager is responsible for engaging with all 3rd party services and service providers, as well as all on-site coordination and delivery

- Guarantee consistently high service standards with best-in-class PMP methodology from a highly qualified team

- Maintain control with weekly and monthly project reviews and absolute visibility at every stage of every project

WELCOME TO SEAMLESS PROJECT DELIVERY

Introducing innovative solutions keeps global organisations alive and agile. But it's not just what you introduce – it's how.

With enterprises now expanding faster than ever, there's no room for error: you have to get your solution delivery right first time and every time. But how can you guarantee this for every project – without straining valuable resources?

A proven service with the ease of one point of contact

Tata Communications' Program Management Service brings all of your projects into an integrated framework that, quite simply, works.

We understand what a difference a single point of contact can make globally That's why we assign you a dedicated project manager before any contract has even been signed. They then remain with you as your go-to contact from pre-sales right through to project implementation – connecting you to our outstanding team of solution architects and service managers. What's more, they're even available to you for 30 days after 'go live'.

With over ten years' industry experience and either PRINCE2- or PMP-certification, our project managers already have a reassuring track record of managing even the largest, most complex projects. They're also your champion within Tata Communications – ensuring your interests are served and prioritised right across our organisation.

How it works

Each project features five overlapping areas:

- **Initiation** We work with you to clearly define the scope and agree to the approach. Your project manager holds risk mitigation meetings with internal stakeholders so that by the time the contract is signed off, we've already addressed most of the risks. We track any unaddressed risks jointly with you.

- **Planning and design** Planning is iterative throughout the project, but here's where we start by setting the baselines. We also offer technical customer workshops to finalise the low level design (LLD) solution and migration plan, and to create a user acceptance list for final testing and handover.

- **Execution** We put the planning and design into practice and implement the service. We exchange a weekly tracker, which gets reviewed by the project managers at both ends.

- **Monitoring and control** At every stage, your project manager ensures all activities are properly executed and controlled, always keeping an eye on mitigating risks.

- **Closure** We make sure the project comes to a controlled end and manage the operational handover of services as they become available. A handover document details all operational matters covering how to use the customer self care portal, our escalation matrix, the ticket severity and resolution process, and how to create and use reports.

Keeping 100% visibility

Transparent information flow is the lifeblood of every successful project program. We set up processes to keep the lines open – from trackers and regular reviews, to quarterly steering committee meetings that keep senior management informed.

THE TATA COMMUNICATIONS ADVANTAGE

A strong global presence, with unrivalled local service expertise:

- 4000+ experts across 40 international locations, serving customers across 126 countries

- More than 200+ dedicated service relationship managers who are 100% ITIL certified

- 5 global service contact centres provide 24/7/365 support

- Clients can call on support in multiple languages across the globe

- Multi-platform support, industry-leading SLAs and 24/7/365 monitoring

For further information on Program Management & Service Delivery, visit
www.tatacommunications.com/products-services/client-services

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