**CLIENT SERVICES : CLOUD SPECIALIST**

# YOUR CLOUD SOLUTION IMPLEMENTED AND ENHANCED

## MAXIMISE ACCESS TO YOUR CLOUD INFRASTRUCTURE AND MINIMISE DOWNTIME — THROUGH DIRECT, INSTANT SERVICE

If your business depends on seamless cloud infrastructure 24/7/365, it's good to have a single point-of-contact and specialist with you every step of the way. Dedicated Tata Communications Cloud Specialists are at the heart of our leading-edge cloud offer — all with deep understanding of every customer solution they're assigned. 100% Open Stack and VMWare certified, they're your contact for Hypervisor, Operating System (OS), storage or network implementation and support — able to coordinate relevant domain specialists whenever you need support.

- Enjoy instant response

- Benefit from multi-domain knowledge

- Access priority support

- Receive entire life-cycle support

- Build your future with dedicated experts

# TALK TO OUR CLOUD SPECIALIST — NOT A WEB PAGE

Your cloud specialist will not only simplify things for you, but will also give you a solution that perfectly fits your need. Every member of our team has multi-domain knowledge covering technologies including Hypervisor, Virtualization, Orchestration plus L3/L4 diagnostic experience. And with regular training, you know our experts are always up to date.

Find speedy solutions to all your business application requirements. Your Cloud Specialist will plan your implementation to deliver precisely the functionality you've specified — managing any patch or version upgrades and handling any change as required.

## Tata Communications Cloud Specialists can help you with all aspects of:

- **Cloud implementation**

  ○ Designing, implementing and managing the cloud infrastructure

  ○ Factoring in any redundancy and high availability as needed

  ○ Optimising IOPS performance, storage configurations and data back-up requirements for your business

  ○ Giving you as much control as you need

- **Incident management and Service Request (SR) management**

  ○ Offering 'one-off problem' support plus trigger problem management for repeat incidents

  ○ Handling cloud deployments as per the agreed solution

  ○ Providing Root Cause Analysis (RCA)

  ○ Fulfilling SRs — in cases where a customer chooses Tata Communications Global Services Management Centre to orchestrate the cloud

- **Change management**

  ○ Planning all steps involved — and the roll-back plan

  ○ Implementing all change activity within the agreed window

- **Alert reduction**

  ○ Reviewing cloud infrastructure alerts and proactively suggesting steps to remove or reduce them

- **New solutions support**

  ○ Providing inputs to the solution specialists for expansion in the cloud infrastructure, based on existing operations experience or new customer requirements

- **Adding customer value**

  ○ By maximising cloud infrastructure availability to business users and keeping downtime to a minimum

## WORLD-CLASS SERVICE ASSURED AND DELIVERED BY EXPERTS

Every Tata Communications Cloud Specialist is:

- Open Stack certified

- VMWare certified

- Fully L3/L4 diagnostic-capable

## 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

- Support availablein multiple languages across the globe

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

**For further information on our Client Services, visit**
**www.tatacommunications.com/products-services/client-services**

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