CLIENT SERVICES : PERSONALISED SUPPORT SERVICES

TAILORED SERVICES FOCUSED ON YOUR BUSINESS

DRIVING YOUR OPERATION FORWARD WITH BEST IN CLASS, PERSONALISED SUPPORT SERVICES

Tata Communications offers three dedicated support services, personalised to your needs – Resident Engineer Services, Customer Solution Analyst Services and Dedicated Support Desk Services to bring focused support right into the heart of your business, ensuring you get the most from your communications portfolio.

- Free up your staff and colleagues to focus on your core business functions

- Call on troubleshooting and support located within your operations

- Resolve issues faster to work more efficiently

- Receive tailored advice from skilled and certified experts who know and understand your business

- Learn about new solutions to gain insights and optimise performance

BRING TECHNICAL EXPERTISE AND MANAGEMENT IN-HOUSE

Personalised support that takes the needs of your business into account, delivering tailored solutions and insight to take your enterprise forward is what our services provides. Tata Communications offers three bespoke services to enhance your network and business performance, and enable you to gain and maintain competitive advantage.

Resident Engineer services

Focused on the daily performance of your business, our Resident Engineer will monitor your operations and troubleshoot issues as they arise.

With at least ten years' experience of network operations, our Resident Engineers hold multiple technical qualifications as well as networking certifications such as CCNA/ITIL. We can deploy them at your site or at the Tata Communications Network Operations Centre in India, with the possibility of 24x7 delivery.

• **Performance management:** Monitoring and escalating issues to maintain Mean Time to Repair and Resolution Efficiency.

• **Capacity management and analytics:** Utilising network diagnostics and bandwidth, to maintain the complete database with periodic updates of your network inventory.

• **Troubleshooting and escalation:** First level troubleshooting of your network, with regular backup, testing and reporting.

Customer Solution Analyst services

Your dedicated Customer Solution Analysts gain a full understanding of your business requirements and internal capabilities to design and deliver tailor-made solutions. With at least 5 years industry experience, all our CSAs have professional and expert level certifications such as CCNP & CCIE.

• **Solution design:** Capacity and architecture planning, low level design and customization with the help of audits.

• **Incident management:** Part of escalation management matrix to support restoring key service components.

• **Risk identification:** Proactively identifying, categorising, and documenting risks and vulnerabilities.

Dedicated support desk

Tata Communications' dedicated support desk is your 24/7/265 personalised facility for monitoring and reporting. Through incident, service level, capacity and continuity management, our personalised and steadfast support desk ensures all issues are resolved before you even realise they've arisen.

• **Capacity management:** Single operations centre for all products and technologies, with help developing new tools, business upgrades and technical solutions to improve operational efficiency.

• **Risk identification:** Proactively identifying, categorising and documenting risks and vulnerabilities, and regularly sharing and tracking risk mitigation plan.

• **Troubleshooting and escalation:** Effective, 24/7/365 incident and problem management, with regular backup, testing and reporting.

"During his tenure, the Tata Communications Resident Engineer has extended excellent support to keep the branches' uptime at the highest level and also resolved critical issues by coordinating with other agencies involved in link maintenance."

—CORE BANKING DEPARTMENT, CENTRAL BANK OF INDIA

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 personalised support services, visit us at www.tatacommunications.com/products-services/client-services

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