

SERVICE MANAGEMENT : API INTEGRATION

# FASTER, BETTER BUSINESS IS IN YOUR HANDS

## SLASH COSTS, MINIMISE ERRORS AND STREAMLINE PROCESSES WITH SELF-SERVICE APIS FOR TROUBLE TICKETING AND MORE

The more closely you can integrate your systems with ours, the better for your business – which is why we've developed a rich spectrum of collaborative tools to meet your needs. These APIs are all available via our easy-to-use self-service portal, where you can initiate your own development and automate critical processes that make it easier to do business.

Our Trouble Ticketing (TT) API allows you to integrate your TT system with ours – quickly and easily. This concrete solution drives down the cost of operations and raises efficiency, even as you continue to use your own TT systems and processes to address issues in your Tata Communications inventory.

- Improve data accuracy simply by reducing the amount of data re-entry, freeing up resources in the process
- Reduce the turnaround time for fixes by minimising the transaction cycle, enabling better quality of service all round
- Automate the ticketing process for faster, more efficient working that gives your organisation the competitive edge

## INTEGRATION, YOUR WAY

Organisations are increasingly looking to integrate their suppliers' functions more closely with their own: the tighter the integration, the more you're able to cut costs, enhance user experience and gain a competitive edge.

At Tata Communications, we're fully invested in delivering effective business-to-business integration for our customers and partners. That's why we've created an intuitive portal that gives you full access to our APIs. You pick and choose the APIs you need, and create new applications that help transform how you do business.

Our APIs include:

- Trouble ticketing
- Project plans and status
- Reason for outage
- Notifications
- Bandwidth utilisation

### Make Service Management easier and faster

It's amazing what an API can do. For trouble ticketing, it can reduce the need to re-enter a ticket and increase data accuracy, freeing up precious time and resources. This is precisely the outcome for one of our communications partners, who worked with us to integrate our trouble ticketing process with their own.

### Case study: making ticket closure time 68% faster

Our self-service portal already reduces the time that would otherwise be spent typing ticket details into an email or calling us on the phone - but our partner wanted to go further.

With over two million customers worldwide, this communications provider wanted to eliminate the need to email us with trouble tickets that had been raised within their own system. We worked with them to create an API set that would do just that and greatly reduce the cycle time and manpower. With the API, any trouble ticket raised in our partner's system that applies to us is now automatically opened in our own system.

The results speak for themselves: cycle time to begin troubleshooting dropped from 35 to 11 minutes, while our partner's labour to log ticket dropped from 15 to 10 minutes, making it 33% cheaper.

### Features include:

- Self-profile and self-serve user management
- Integrated opportunity life cycle management and order status
- Customise your dashboard to recent trouble tickets, circuits and invoices including trends
- Your customers' portal integrated through our APIs
- Access to historic trouble tickets, invoices, disputes and reports
- Planned events notifications and reminders
- Personalise by setting account and billing preferences
- Easy mobile access

A large online retailer wanted to improve service assurance for their customers by reducing turnaround times through M2M integration. They developed software to consume our APIs and enabled full M2M integration in just three days.

### Analyst recognition & awards:

- Gartner Magic Quadrant for Network Services for the fourth year\*
- CX Index Top Rank for Customer Experience among Internet Service Providers in India

\* Source: Gartner, Inc. "Magic Quadrant for Network Services, Global" by Neil Rickard, Bjarne Munch, Ted Corbett, Katja Ruud, Takeshi Ikeda, February 13, 2017. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose

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