

Large Customer at risk

Case Study

Large Customer at risk

Customer

- Leading Telecom and IT Service Provider with focus on Remote Telecom Services
- Customer's customer
 - Global Fortune 50 company
- Expanding into Enterprise IT services with Managed Network Services

Why Krish InfoCom?

- Significant experience (**10+ years**) in Enterprise and Telecom services
- Combination of **high quality** services with **flexible** resourcing model
- Understanding of **next practices** for Telecom & Enterprise IT Services

Problem

- **SLA Breached** – Incident Queue of more than 3000 tickets with more than 70% outside of agreed SLAs
- **Large Account at risk**
- **Tight Deadline** to reduce out of SLA incidents to less than 5% in 45 days

Solution (Results)

- Setup 30 FTE NOC to augment existing NOC operations
- Incident Queue reduced to less than 400 tickets
- Out of SLA incidents reduced to less than 5%
- Account survived with increased satisfaction and confidence
- Re-engineered processes to reduce incident resolution time by 30%

Thank you

IF YOU ARE INTERESTED IN OUR SERVICES PLEASE CONTACT

Swapnil Shah

Head - Network Solutions and Services

swapnil.shah@krishinfocom.com

Mobile: +91 9833921715

Office: +91 22 2846 2521

Kaushik Khakhar

Principal Consultant

kaushik.khakhar@krishinfocom.com

Mobile: +31 624457788

Office: +31 30 878 53 43

www.krishinfocom.com