TATA COMMUNICATIONS

FAST-TRACK NETWORK HELPS MEET URGENT CUSTOMER CONNECTIVITY NEEDS AND INTRODUCES INNOVATIVE UNIFIED SOLUTIONS

CUSTOMER OVERVIEW

As an award-winning business process outsourcing company, Conneqt Business Solutions provides services to companies across all sectors.

DEAL DETAILS

Deployment Region: India

Size: 60+ MPLS circuits and 15+ Internet links connecting 22 delivery centres in India.

SOLUTION

MPLS and Internet services

Upgrade within days
instead of weeks

150% higher expectation
easily catered for

99.9% SLAs reached
and exceeded

"I'm delighted with the ability of Tata Communications to upgrade links at ultra-short notice. Now, as a strategic connectivity partner, the team is helping us to deploy a scalable, flexible and agile network using SDWAN."

Ali Hyder, Vice President IT, Conneqt Business Solutions

BUSINESS CHALLENGE

To support customer marketing campaigns that often exceed expectations by 150% or more, Conneqt must be able to upgrade circuits in days rather than usual 4-6 week cycle.

The unexpected COVID-19 lockdown meant Conneqt had to rapidly upgrade links to allow home workers to use office-based apps and software.

OUR USP

Tata Communications fields a proactive sales team with expert project management to be able to upgrade or downgrade links at ultra-short notice

Service stability is mirrored by a proactive approach, deep business understanding, and an uptime of over 99.9% in Tier 1 cities in India.

Dedicated Customer Success Manager engagement, along with 24x7 monitoring services.

Seamless, secure remote access to users during pandemic

BUSINESS IMPACT

99.9% service availability

Regulatory risks mitigated

A failsafe business continuity plan during pandemic ensured 15,000 users were migrated to Work From Home set up.

Enhanced productivity and user experience resulting from routing calls across the backbone to reach the best-suited agents across India for language-specific conversations

Proactive provision of additional capacity to ensure customer's bandwidth sensitive projects run smoothly