

# Basic Staff Augmentation to Active Service Model.

## Key Challenges

Network connectivity issues can cost millions, especially when it's the basis for your business. Our client's, first stop Level 0 customer support was the NOC, with calls coming in from both external vendors and peers. With even routine calls being routed to high-level network engineers, there was little time for them to focus on higher-level workloads, project incidents and tickets. Finding a way to improve the customer experience, while leveling workloads, was a top priority.

## Solution

Astreya provided dedicated NOC help desk first response for all Level 0 network support requests from external vendors and peers. This has resulted in a number of benefits for the company:

- **24/7/365 support** delivered from clients global centers
- **Flexible approach**, working with client processes and tools, but with the ability to scale up and down to meet customer needs
- **Enhanced customer support** with multi-channel options now available (chat, email, phone)
- **Better resource loading** through a contingency plan designed to handle unplanned shift changes

## Results

- 60% reduction in time to resolve network connectivity tickets
- 255% increase in IT staff productivity
- 107% ROI through active service model

More than 60% reduction in time to resolve network connectivity tickets, with more than 80% resolved in 4 hours or less. Client's network engineers are now freed to focus on high-priority tasks while customers stay happy and connected.