

Survey Case Study.

Key Challenges

- Meet growing demand & improve quality of service of deployment and support of Network Labs for wired and wireless access for LAN segregated testing.

Solution

- Re-define system for intake of requests; scheduling of work; Lab deployment procedure; customer acceptance; and post deployment support.
- Flexible Global workforce teams in 3 regions, capable of handling peaks of demand.
- Develop SME role and team expertise for this dedicated Lab service
- Clear and regular reporting of Lab deployment completions and ongoing operations.

Results

- Client satisfaction by meeting expectations with Labs deployed on time, supported as required.
- Lab setup duration was reduced by 50%
- Clear reports and visibility of value delivered = service delivered to expectations