

Network Operating Center for Top Internet Search Firm.

From 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 helpdesk 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 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

- More than 50% 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.