

# STREAMLINED NETWORK OPERATIONS: BOOSTING EFFICIENCY AND ENGINEER FOCUS



**The most popular social networking platform in the world faced significant challenges in streamlining its network support operations.** With a vast global user base relying on its seamless service, the platform's existing mechanisms for managing network connectivity issues fell short of the evolving demands. Inefficiencies in the support process led to a bottleneck, where high-level network engineers were inundated with routine requests. This misallocation of expertise not only diverted these engineers from focusing on strategic, high-impact tasks but also had a ripple effect, compromising the quality of customer experience and eroding the morale of the technical staff. The situation underscored the need for a transformative approach to network support, one that could align with the platform's reputation for innovation and excellence in the digital communication sphere.

## Our Journey Together

The partnership between the world's most popular social networking platform and Astreya embarked on a focused journey to streamline network support operations. Together, we delved into the existing network processes, pinpointing inefficiencies and devising strategic solutions. The collaboration was characterized by a shared commitment to operational excellence, where innovative approaches were explored and implemented to enhance network support. Throughout this journey, we laid the groundwork for a revamped network infrastructure, paving the way for significant improvements in efficiency and customer service, which are elaborated upon in the results section of this case study.



### BUSINESS CHALLENGES

The world's leading social networking platform faced pressing challenges in its network support operations, which manifested in three critical areas:



#### Inefficient Network Connectivity Issue Management:

The platform struggled with operational bottlenecks due to ineffective handling of network connectivity problems. This inefficiency led to delayed responses and unresolved issues, hampering the overall operational flow.



#### Overburdened High-Level Network Engineers:

Routine, low-level requests consumed a significant portion of the time and resources of high-level network engineers. This misallocation prevented these engineers from engaging in more strategic, high-value tasks, affecting the productivity and efficiency of the network team.



#### Compromised Customer Experience and Engineer Morale:

The existing support structure was not only inefficient but also detrimental to the user experience and the well-being of the network engineers. Customers faced delays and suboptimal service, while engineers experienced frustration and decreased job satisfaction, negatively impacting the overall employee and customer experience.

## ASTREYA IMPLEMENTED SOLUTION

Astreya's strategic response to the network support challenges involved a two-pronged approach to streamline the workflow and enhance efficiency:



### Dedicated Network Operating Center (NOC) Helpdesk:

Astreya established a specialized NOC helpdesk designed to process service calls with high efficiency. This dedicated center ensured that incoming requests were promptly assessed and routed to the correct support tier, optimizing the response time and alleviating the pressure on high-level engineers.



### Exclusive Handling of Level 0 Support Requests:

Astreya took on the responsibility for all level 0 support inquiries, which are typically routine but voluminous. This move significantly reduced the operational load on the network engineers, allowing them to concentrate on more complex and critical tasks. Simultaneously, this shift improved the overall customer experience by ensuring faster and more focused responses to basic support issues.

## DELIVERED BENEFITS

The deployment of Astreya's NOC yielded significant improvements across the network support domain, effectively addressing the identified business problems:



### 50% Reduction in Ticket Resolution Time:

This achievement directly tackled the inefficiency in handling network connectivity issues. By halving the resolution time, Astreya enhanced the operational efficiency of the network support, ensuring that connectivity problems were resolved swiftly, thus minimizing operational bottlenecks and facilitating a smoother workflow.



### 80% of Tickets Resolved in Less Than Four Hours:

This rapid resolution rate is a testament to the streamlined support process, which alleviated the disproportionate time high-level network engineers previously devoted to routine requests. This efficiency not only freed up senior engineers to focus on complex, high-impact tasks but also significantly boosted customer satisfaction. With the majority of tickets being addressed within a short timeframe, the platform could maintain its reputation for reliable and user-friendly service, directly addressing the deterioration in customer experience and engineer morale caused by the former support structure.

### THE TAKEAWAY



**Astreya’s strategic intervention revolutionized the network support structure of the world’s most popular social networking platform, enhancing efficiency and customer service.** The dedicated NOC and focused handling of level 0 support requests not only optimized the engineers’ workload but also significantly improved service quality, setting a new benchmark for network support in the digital age.

### CONCLUSION



**The collaboration between Astreya and the world’s most popular social networking platform culminated in a strategic overhaul of the network support framework, achieving remarkable operational improvements and heightened customer satisfaction.** By establishing a dedicated Network Operating Center and reallocating routine tasks, Astreya enabled the client’s network engineers to focus on critical functions, thereby enhancing productivity and morale. This partnership exemplifies how targeted solutions and innovative support structures can transform core business operations, driving efficiency and excellence in a highly competitive digital landscape.

### A word about our valued clients and the markets they serve.

**We are honored to support some of the world’s most recognizable and innovative organizations.\*** Astreya partners with the world’s most innovative and influential organizations, serving a diverse array of challenging vertical market segments and spanning numerous geographies. Our clients, leaders in their respective fields, rely on Astreya’s expertise in navigating complex, ever-evolving technological landscapes, ensuring they remain at the forefront of their industries. Our collaboration with these esteemed organizations underscores our commitment to delivering exceptional IT and digital engineering solutions tailored to the unique demands of global market leaders.

\*Fortune 10 company names available upon request.

### About Astreya

**Astreya, a leader in managed services for two decades, offers innovative and reliable IT solutions to the world’s most recognizable companies.** Our expert team of engineers craft tailored service plans that drive operational efficiency while transforming technology into an engine for growth and innovation within your organization - because excellence is always our promise. For more information, please visit us at [www.astreya.com](http://www.astreya.com).

