

A leading Telecommunication VOIP company, a premier provider of outsourced telecom solutions, the company helps service providers worldwide to succeed with voice switching services.



Fully Managed Service

Global Solutions, Local Support

To meet the support demands of an increasing client base by significant reduction of technical support costs. Aim was to provide continuous 24x7 support for Level 1 and Level 2 and resolve as many cases as possible

Challenges

As a full-service VoIP Concierge, its solutions were designed to help providers:

- Reduce total cost of ownership
- Build business with rapid scalability
- Decrease OPEX and CAPEX costs
- Eliminate expensive upgrades with cost correct technology

In 2007 they could only provide 9 x 1 shift support but they realized that 46% of their support calls came in after the actual shift hours. Tickets accumulated and despite adding a shift operating costs went up and still 17% calls went unattended.

Flightcase stepped in to do the necessary support promising a 24 x 7 support with a SLA of 95% plus.

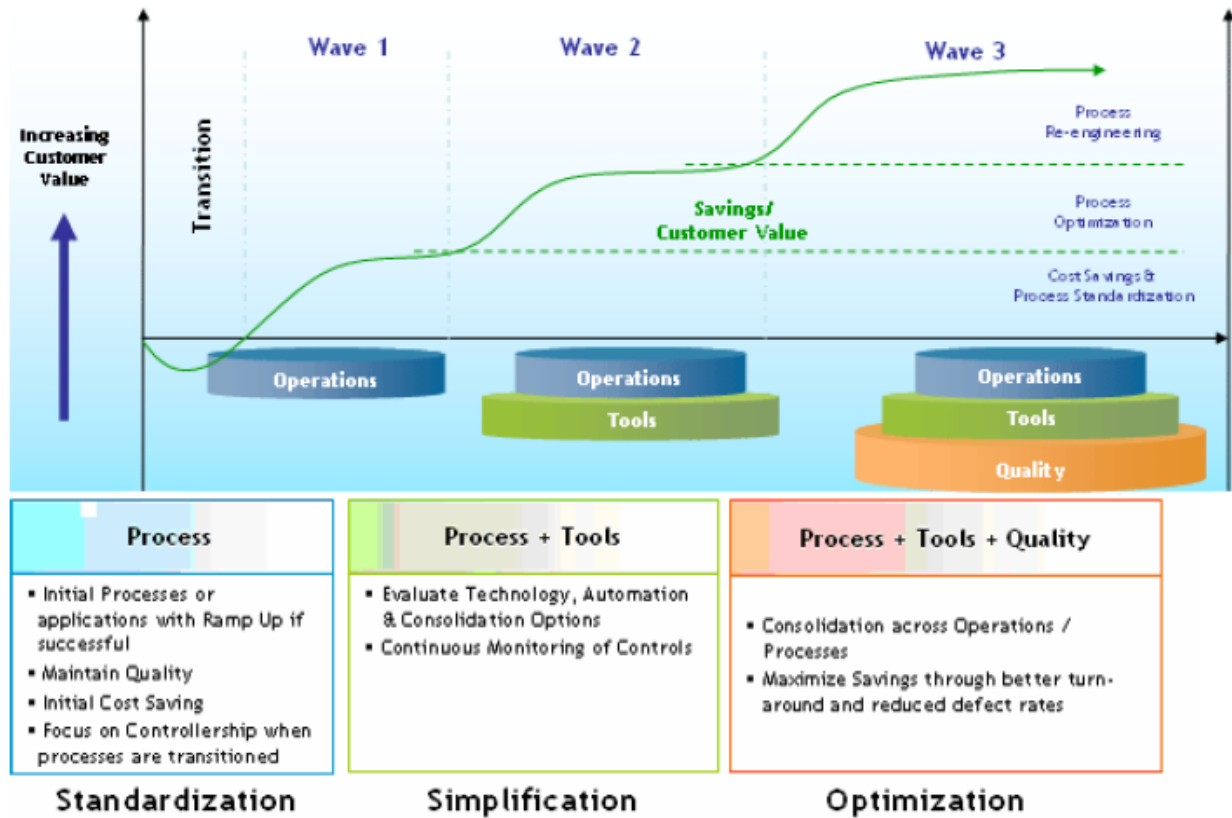
THE RETURN

- As we took over advantages were multifold:
- Manpower costs came down by 31%. No infrastructure required locally.
- Reduced support costs per member by almost 70% with Flightcase's offshore delivery model
- Purely dedicated model to support network operations need
- Our Engineering capabilities cover most voice and data switching platforms, SBCs, routers and network elements
- Improved customer satisfaction across all customer touch points by focusing on quality and timing of delivery
- Resolutions increased by 17% over the last month was growing till 29% with a success rate of 95%
- SLA improved drastically as customers got someone now on phone to respond to their concerns
- New clients(9) got added in less than 6 months
- Opportunity to consolidate, re-engineer, rationalize and improve processes efficiency for improving service levels and increasing productivity

HOW FLIGHTCASE HELPED

Identified the best of resources across cities, put them through rigorous two rounds of technical interviews. Our helpdesk & Engineering support function went live together and post 15 day training and orientation situation was in gear. From one Engineer we added 4 more in less than 9 months supporting 9 customers initially which grew to 21 customers in 12 months time. Flightcase's operations team is responsible for handling customer as well as the Engineering support services 24x7x365, maintaining the desired service levels, resource planning and following a structured quality improvement plan.

Enhancing Customer's Operations



Costs & Savings

- The initial cost of running this operation in the US got reduced by 46% after Flightcase took over.
- With the savings put on Marketing business grew three fold in a span of 6 months for the client

We Certified



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