

Case Study



Infosys BPO provides Protection Management for the network assets of a US Based Wholesale Telecom Provider

Infosys BPO has set up a team that remotely provides 24x7 Network Protection Management for the network assets of our client to ensure minimal downtime and continuous network availability

Infosys BPO's Network Protection Management solution helps identify and alleviate any impact on the client's network assets due to physical disruption

Infosys Client

Infosys client operates one of the largest telecom (voice and data) backbones in the world connecting various countries around the globe. It offers a comprehensive portfolio of network offerings that spans Internet protocol (IP) services, Broadband Transport and Infrastructure Services, Voice and Voice over IP services (VoIP), Content Delivery and Media Distribution Services. It owns and maintains approximately 50,000 intercity route miles within US. It also uses these network services as a foundation for delivering enterprise telecommunications solutions. The client has a tradition of making acquisitions, having acquired more than 20 companies or business units between 1998 and the present.

Business Challenge

Maintaining 24x7 network continuity is a critical business imperative for our client, which entails network asset protection from physical disruption which is one of the largest causes of disruption*. Inorganic networks additions, due to frequent M&A activity, called for a scalable and an effective Network Protection support system to cater to continual network consolidation.

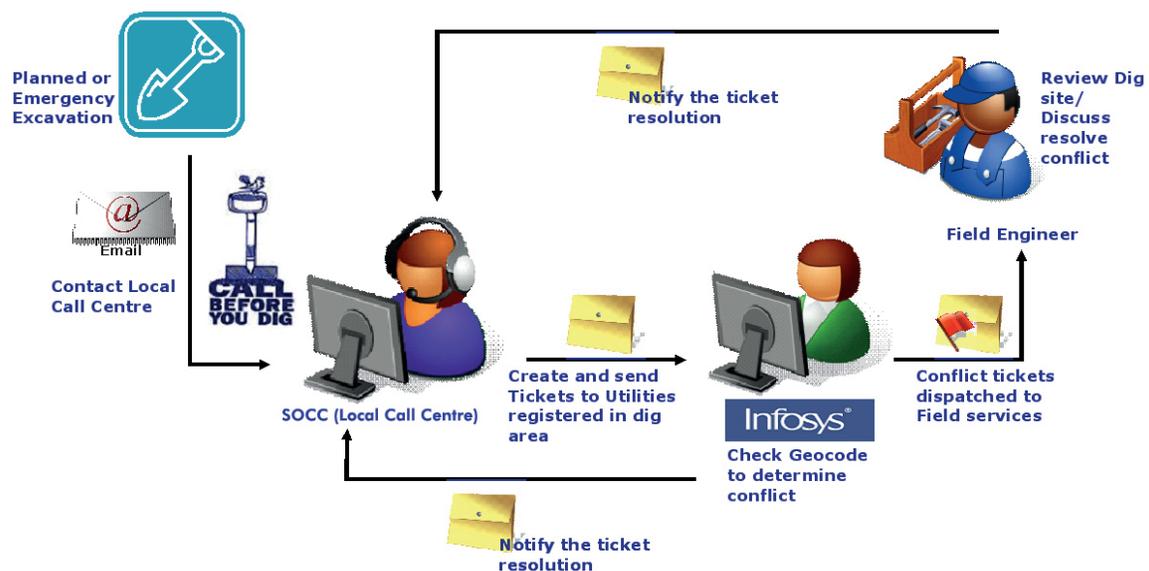
- The challenge was to set up a 24x7x365 asset protection service that would prevent fiber cuts to ensure network continuity with no downtime for the end customers
- The service provider was required to comply with stringent SLAs in terms of time to respond and transaction accuracy levels, lest face financial penalties
- Compliance to strict federal regulations was also a key requirement
- To reduce the incidents requiring site visit (dig site) by its Field service executives**

Surmounting these challenges required an innovative approach that ensured 100% accuracy on the network tickets processed, while significantly lowering the total cost of delivery.

Infosys Solution

Infosys solution established a remote “Fit for Purpose” team staffed on a 24x7x365 basis to ensure the availability of our client’s network assets.

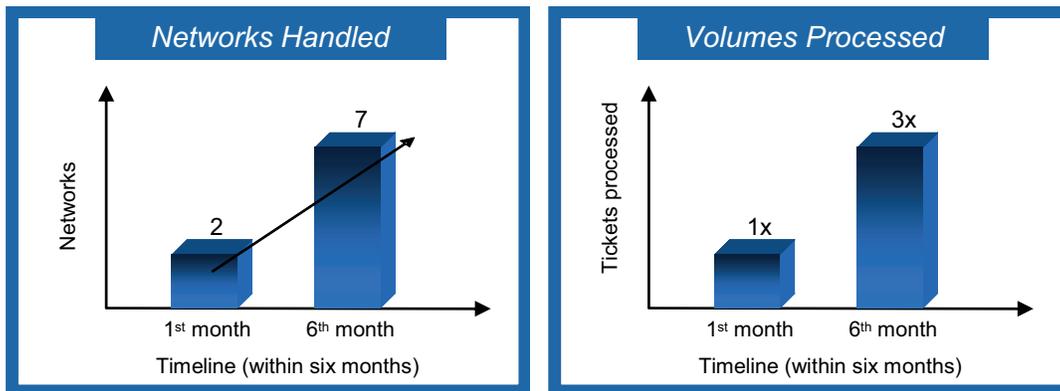
- The team has been trained extensively on FCC regulations as well as our client’s network spread and is in a position to respond and resolve critical queries within 15 minutes.
- The team not only helps in preventing interruptions but also assists our client in rolling out integrating risk management strategies (from diverse network additions) so as to effectively manage the operational risk.



The Success

Infosys BPO's solution for Network Protection Management has allowed Infosys Clients to scale rapidly and minimize network integration effort. The benefits delivered to our client are highlighted below:

- Processed more than 0.5 Million tickets without a single fiber cut in the last 6 months, thus showcasing our transaction accuracy and strict SLA adherence abilities
- Provided a Plug & Play model for scalable business support - the team size has doubled and 5 additional networks added to the portfolio within the last 6 months
- Increased productivity, coupled with a larger team, enabled us to handle a three fold increase in the transaction volumes to the tune of 1.5 million transactions per year
- Lowered the cost of client's network assets support system due to lower set-up and operational cost
- Due to increased transactional accuracy, we have reduced the excavation / dig site visits by the Field service executives, further reducing the cost to service these requests



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About Infosys BPO

Global organizations depend on Infosys BPO Ltd, the business process outsourcing subsidiary of Infosys Ltd (NASDAQ: INFY) to deliver measurable business value. Infosys BPO's strong focus on industry solutions, technology and a consulting based approach has created new engagement models to help clients build tomorrow's enterprise.

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