

Managed Services for Contact Center and Unified Communications

IT Infrastructure services



Companies are increasingly looking to streamline Contact Center and Unified Communication operations amid the rising cost of maintaining such setups. L1 tasks like moving, adding, changing and deleting (MACD) employees, services, or devices from the system are easily automated to reduce manual effort, and thereby, costs. Self helps tools like chatbots and interactive voice response (IVR) are now integrated with enterprise knowledge repositories, enabling users to resolve issues without agent intervention.

Tata Consultancy Services' (TCS') Managed Services for Contact Center and Unified Communications help companies manage these platforms in a cost-effective manner. Proactive monitoring of contact center applications using robust tracking tools helps organizations prevent unprecedented downtime. Our team of experts owns the end-to-end incident resolution process, providing support for L1, L2, and L3 issues covering basic troubleshooting, root cause analysis (RCA), and escalations.

Overview

Often organizations tie up with multiple vendors for managing their contact center and unified communications landscape, increasing the cost and complexity of the underlying operations. Suboptimal processes and manual workflows impact workforce productivity, thereby raising operational costs. Companies are also required to invest considerable resources in training their internal IT teams amid a constantly evolving technology landscape. Further, there is limited support for end-of-service legacy systems, resulting in delays in resolving challenges. A lack of a comprehensive disaster recovery plan in the event of a natural disaster can result in data loss and system outages, leading to massive financial losses.

TCS provides round-the-clock, high-quality Managed Services for Contact Center and Unified Communications environments, covering the entire technology stack, including hardware, software, third party components, and applications. Our subject matter experts and support agents perform daily health checks of technology assets, and conduct thorough root cause analysis in case of technical snags. We focus on meticulous documentation of process and security guidelines to maintain a comprehensive known-error database and technical manual. In case of hardware defects and new firmware patches, our team works closely with original equipment manufacturers (OEMs) and touch service partners for quick resolution of tickets.

Benefits

With TCS' Managed Services for Contact Center and Unified Communications environments, companies can reap the following benefits:



Higher availability and reliability: Ensure upto 99.9% contact center and unified communications applications availability, and boost overall system effectiveness. Enable 24x7 analysis and categorization of tickets, better coordination with OEMs, and effective troubleshooting for faster resolution of technical problems



Greater operational transparency: Ensure round-the-clock monitoring of contact center and unified communication infrastructure, and quickly spot and address technical issues using TCS' proprietary as well as other third-party tools

Our Solution

TCS' Managed Services for Contact Center and Unified Communications include:

- **Helpdesk management:** Logging in service requests and categorizing them based on the complexity and severity of the issue:
 - Ensuring day-to-day proactive monitoring and simple troubleshooting
 - Identifying and analyzing technical glitches, with SLA-based resolution
 - Managing escalations that require domain expertise, deep RCA and OEM involvement
- **Patching and upgrades:** Applying firmware patches and updating latest software releases for communication servers
- **Reporting and governance:** Generating system performance reports for the business operations team and organizing IT governance discussions with top management on a weekly, monthly, or quarterly basis
- **SLA Management:** Executing back-to-back service level agreements (SLAs) and ensuring adherence to strict turnaround times, with onsite presence at key locations



The TCS Advantage

By partnering with TCS, you can leverage the following differentiators:

- **Technical expertise:** Our technical and domain experts have over 40 years of diverse experience of delivering successful support services projects for leading global organizations across industries. We have a large pool of project management professional-certified consultants, and a robust support methodology based on Information Technology Infrastructure Library (ITIL) V3, for streamlined service operations. TCS' delivery is organized in a three-tier structure covering L1, L2, and L3 support, and is backed by a talent pool with strong implementation expertise and diverse technical capabilities.
- **Integrated Service Delivery Model™ (ISDM™):** ISDM helps us align business and IT functions to improve service effectiveness and increase end user satisfaction. We deliver closed loop, self-sustaining, high quality, ITIL-aligned services across various service lines to enhance organizational efficiency and reduce overheads.
- **Low risk transition:** Our deep understanding of the business landscape and IT environments, and strong knowledge management capabilities enable us to smoothly take over projects from incumbent service providers

How we help our customers

A leading chain of pharmacy stores based in the US wanted to optimize its operational expenses by contracting out contact center engineering and support services to a service provider. The platform was based on Avaya Aura Communications Manager, Avaya Call Management System, Avaya Interaction Center, Genesys Voice Portal, NICE recording, NICE Work Force Management, and Nuance Speech servers. TCS carried out a thorough assessment of the contact center and unified communications environment, followed by a consolidation exercise and upgrade of the Avaya platform used by over 4,000 customer service agents handling over 1,000 calls. We set up support operations at our delivery center in India to ensure superior business continuity and streamlined incident management.

An American consumer electronics company was looking to upgrade its telephone systems and contract out its support and maintenance services. The system was designed to handle a peak volume of 18,000 busy hour calls with an annual inbound call volume of over 70 million calls. TCS upgraded the platform, deployed Cisco Voice Portal (CVP), and transitioned call traffic to CVP, while enabling host integration and rapid application development and testing. With round-the-clock services provided by TCS, the organization reduced operational costs, enhanced system availability, and increased workforce productivity.



Enhance workforce productivity: Employ automation and self-service tools like intelligent chat and IVR to increase organizational efficiency; make ticket-raising process easy to accelerate problem resolution



Reduce TCO: Minimize operational expenses with an onshore-offshore operating model and streamlined contact center and unified communications services

Awards & Recognition



To know more

Visit the [Technology Operations](#) page on [tcs.com](#)
Email: techops.marketing@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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