

PORTFOLIO : BUSINESS COLLABORATION SERVICES

CREATIVE COLLABORATION, YOUR WAY

When communication is easy, collaboration happens naturally. At Tata Communications, we move organisations step by step from using siloed communications channels to a unified ecosystem that triggers real and beneficial transformation. However complex your infrastructure and diverse your locations, we've the expertise, knowledge and drive to help you transition to a customised solution – smoothly, seamlessly and on your terms.

Here's how...



THE FIVE STEPS TO TRANSFORMATION

Moving to a unified communications environment has to happen smoothly to be successful. At Tata Communications, we help organisations like yours tread a steady path from channels that are siloed, to enhanced, then integrated and ultimately unified – transforming the way your people work, share and create.



Wherever you are on your unified communications and collaboration (UC&C) journey, whether you're just embarking or want to extend an existing ecosystem, our five service stages ensure each step change your organisation undertakes is smooth, seamless and executed **on your terms**. From initial design right through to service transition, delivery and support, you benefit from our deep expertise, proven frameworks and above all, our absolute commitment to securing a successful transition.

Efficient delivery: the key to success

UC&C services touch every user in your organisation as well as end customers, so any migration strategy must minimise disruption and maximise adoption of the new services. We'll go far beyond our contractual commitments to make sure this happens for your organisation.

Our experienced services delivery team works with you to refine our tried-and-tested service delivery framework and define a migration roadmap that best suits your organisation. Our teams also proactively monitor and optimise the performance of UC&C services in real-time, both at the application and infrastructure level.

There's no opportunity too small or problem too big for us.

Whatever it takes, is what we do.



SERVICE ASSESSMENT AND DESIGN

The first step in a successful transformation is to understand your existing environment and define strategic business objectives. That's why we start with an **innovation workshop**, where both our teams work together to propose, discuss and define your business' needs and possible solutions. The outcome is a common understanding of the journey ahead and a clear deployment roadmap for the UC&C solution.

A SUCCESS STORY

When the world's largest coffeehouse company wanted to transform its video estate into a unified video communications solution, it chose Tata Communications as its partner.

Their aim was to enable better collaboration with partners and customers, whatever the geographic location, network, or endpoint. And, they wanted to protect existing investments in telephony and exchange systems.

Our solution gave them exactly the video conferencing capabilities they were searching for, extending their existing infrastructure beyond internal boundaries by seamlessly integrating it within our collaboration platform.

We further enhanced user experience and service quality by including value-added services, such as:

- Operator launched conferences
- Dedicated operator services
- Managed events
- 24x7 support desks
- Automated service monitoring tools

Four years on, and we continue to be their partner of preference as they embark on the next phase of their UC&C journey.

We'll work with you to define a customised UC&C solution and deployment process that's the perfect fit for your organisation.

THE KEY BENEFIT

All stakeholders are aligned, and know what's required of them at the micro level. This common understanding ensures a smooth deployment and makes it easier to overcome any holdups or glitches.



SERVICE TRANSITION

Our three-step implementation process makes moving to our infrastructure and services both smooth and hassle-free. Getting all stakeholders to buy in is essential, so our stepwise approach includes a bespoke end-user migration and enablement plan that both optimises adoption and minimises disruption to your business.



Planning and support

A dedicated program manager and implementation team works with you to define the scope of work and develop a detailed project plan. Rest assured we'll recommend the strategy that best fits your organisation's long-term vision and immediate goals, while optimising your return on investment. We will define parameters to measure the migration's success along with a detailed walkthrough of both the technical design and risk management plan.



Deployment, validation and testing

We deploy the services across sites in planned phases, testing rigorously as we go, to minimise disruption. We'll use multiple channels to keep your people informed on progress at every step. To support adoption, a dedicated **Reengineering Coach** helps employees understand and accept the major changes.



Evaluation

Stakeholders and steering committee members can review our progress at key stages of the programme. This includes a RAG status report that shows key milestones or tollgates.

A SUCCESS STORY

This premier Indian broadband and telecommunications service provider handles **four million customer calls a day through a 4000+ strong customer service team spread across 17 different locations**. When it approached us for a contact centre solution, we developed something truly unique: a hosted, multi-channel solution that deploys interactive voice response in 16 different Indian languages.

N+N redundancy at the component level offers unmatched resiliency even while serving **110 calls per second** in peak business hours. The solution also includes complex integrations to the CTI systems attached to the critical backend database and billing systems.

The contact centre runs 24/7/365 and is completely supported by Tata Communications remote Network Operations Centre with over 70 experts skilled in network, application, field and infrastructure support.

This custom solution helped the customer transition to an OPEX model based on a "Pay for Performance" approach, using a customised monitoring solution to track the Business service level agreements.

Our industry-standard migration framework minimises disruption to existing operations while ensuring employees are trained and ready to work on new systems. Our robust risk management plans meet contingencies and ensure business-as-usual as much as possible.

THE KEY BENEFIT

Smooth transition with minimal business disruption and a trained end-user base that becomes productive immediately.

"Tata Communications has great foresight and is a strategic and long term partner."

MANOHAR VELLAIYAN, SENIOR DIRECTOR- NETWORK AND SYSTEMS SERVICES, COGNIZANT

SERVICE DELIVERY AND PROJECT MANAGEMENT

However complex your project, you can bank on consistent delivery, no matter what. Backed by the deep expertise of our global PMO, a dedicated project manager will work with you to manage risk and secure a successful outcome. You receive high quality service at every step of the process:



Initiation

We want to hit the ground running, so we start by ensuring the scope is clear, with no hidden surprises.



Planning and design

We meet you to review the scope and agree on the approach and a baseline plan, addressing identified risks so that contingency plans are in place. Unaddressed risks, if any, are addressed jointly with you. We also organise technical workshops where our teams finalise both the low-level design (LLD) and migration plan, while also defining the user acceptance criteria for final testing and handover.



Execution

The plans and designs are implemented. A weekly tracker ensures complete visibility.



Monitoring and control

Your dedicated project manager ensures all activities are properly executed at every step, while addressing any risks immediately.



Closure

The project comes to a controlled end and we manage the operational handover of services as they become available. We create a handover document covering all operational matters, such as how to use the customer self-care portal, our escalation matrix, the ticket severity and resolution process, and how to create and use reports. This is put in place before the first services are delivered, ensuring a great experience from day one.

Our global team combines unrivalled delivery expertise with local knowledge, leveraging Project Management Professional (PMP) methodologies to give your projects the best start and finish. You enjoy full visibility at every stage, plus a single point of contact. For larger projects, you benefit from our deep experience in handling complexity and a tailored approach to suit your business.

A SUCCESS STORY

Serving over 300 million customers, India's largest bank wanted to create a best-in-class wealth management service that was accessible anytime, anywhere, and on any device. Our client chose Tata Communications' InstaCC Global cloud contact centre solution to create an omnichannel contact centre (video, mobility, voice, chat and IVR) for its high net worth customers.

It was a bold move that paid off, positioning the bank as an industry leader. It became the first Indian bank to use an omnichannel contact centre, and to have this service hosted from the cloud. It was also the first bank anywhere to offer live expert advice via a video service.

Our robust delivery framework ensured that the service was fully up and running in just **90 business days**.

THE KEY BENEFIT

Our systematic, transparent and trackable methodology ensures your business gets a smooth rollout, with minimal disruptions and adequate risk mitigation.

"This was one of the best-run programmes I've ever seen. Tata Communications met our expectations in a timely manner with the right quality and delivery resource just as they had promised."

SHIV KUMAR BHASIN, CTO, STATE BANK OF INDIA

SERVICE MANAGEMENT

Our UC&C service is ultimately about creating and sustaining a great experience for your end users – which is why we'll continually monitor, refine and improve the service, day in, day out.

Your dedicated Service Manager is responsible for making sure all our contracted services consistently meet agreed SLAs and perform at their best for you.



Performance monitoring

They'll continually review service usage and end user behaviour, recommending changes and upgrades to improve performance, quality of service and the user experience



Future-proofing

Your Service Manager will work closely with you to understand and anticipate your evolving business goals, drawing on knowledge and expertise to recommend upgrades or changes that will support those goals



Budget monitoring

Your Service Manager will take care of your IT financial management, ensuring the project stays within budget and keeping you informed at every step.



User on-boarding

They'll drive user adoption through a customer success program that starts with user on-boarding, continues with training, expert workshops, and further reinforcement of adoption programs

A SUCCESS STORY

For over four years, the world's leading inspection, verification, testing and certification company has been using our full suite of UC&C solutions. This includes IP telephony with unified messaging and voicemail in a hosted environment to three client sites in Singapore.

By integrating the UC&C solution with the client's Active Directory, we've enabled self-service so users can change their personal phone settings, access their voicemails and automatically provision their mobility Jabber clients remotely. This also enables the mobility feature for the client's team.

All devices and services are fully managed by Tata Communications and monitored in real-time. We regularly analyse voice quality, call statistics, server availability and trunk utilisation, and use the results to define effective improvement and optimisation plans. Our 24x7 support desk ensures maximum uptime, while our service assurance team manages planned maintenance and upgrade activities to ensure that the required features are available in the best possible form.

We've met the client's stringent SLAs throughout, which in turn has strengthened the association.

You can count on our best-in-class UC&C services from day one, and as your business evolves. By proactively monitoring usage patterns, we'll make recommendations on how to refine those services to meet changing needs and keep your organisation productive, competitive and well ahead of the curve.

THE KEY BENEFIT

Your dedicated Service Manager is a trusted expert whose sole aim is to ensure your UC&C service is a resounding success. They'll take time to understand your business and actively monitor usage to ensure the service is working hard for you – both today, and through every step change your organisation makes.

SERVICE SUPPORT

Outstanding support comes as standard with Tata Communications. From incident management to troubleshooting and resolution, we're here to keep your business running smoothly 24/7/365.

While you easily handle day-to-day requests via our self-care portal, we'll use advanced diagnostic tools to anticipate and resolve issues before they even reach you. You also have a choice of bespoke services to enhance your network and take your organisation forward:

Customer Support Analyst

Our CCNP and CCIE certified analysts work alongside the service management team to give you technical advice and ensure the network remains fit for purpose after any incidents and network change requests.

Dedicated Support Desk

Our 24/7/365 support facility can monitor and manage your capacity, identifying risks and escalating when needed.

Resident Engineer (India only)

Our CCNA and ITIL certified on-site support can help you with monitoring and escalation, daily report tracking, database maintenance and regular backup testing.

A SUCCESS STORY

Our journey with developers of one of the world's leading collaboration solutions began in April 2011 with a dedicated support desk. Today, this partner generates more than 170 million minutes a month.

We began by deploying a unique solution that extended our existing VVPN model to ILD GSXs. This extra mile support from the dedicated desk enabled one of the largest conferencing bridge owners running around 20 bridges over Tata Communications.

More recently, we added this partner's cloud audio services to our portfolio and we're now leveraging our existing MPLS last miles for this new product. Proactive monitoring includes non-traditional approaches such as extending our InstaCC platform for frequently dialling all bridge local numbers to ensure their availability.

We've established a dedicated support desk to handle all support requirements including proactive monitoring, incident management, change management, and problem management. We also provide additional services like route optimisation for least latency, supplier audit for failover/crank back and resiliency – helping us ensure 99.99% service availability.

We deploy a support system that meets the specific demands of your business, bringing best-in-class solutions and subject matter experts right into the heart of your business. The result is seamless, proactive support that ensures you get the most from your communications portfolio.

THE KEY BENEFIT

You gain the backing of a qualified and experienced partner who keeps your services up and running 24/7/365.


“Tata Communications’ knowledge, great service levels and continuous support give us high confidence in their ability to scale as our business expands, delivering benefits in terms of both productivity and cost savings.”

JEREMY CHONG, REGIONAL MANAGER FINANCE AND IT PROJECTS, BATA


ROBUST PARTNER SUPPORT FRAMEWORK

Your business needs guaranteed continuity to succeed – and that’s precisely what we’re able to provide. With global PoPs and multi-region registration, we offer end-to-end visibility and have ownership for predictable service performance. We’re flexible too, with plenty of options to integrate our services with your legacy and LOB assets.

Our strong OEM partnerships also mean we’re able to bring you the best of the world’s leading UC&C technologies.



Cisco: we are Cisco’s **Master Services** partner, **Advanced Technology** partner and were their **partner of the year** in both 2015 and 2016. We’re also one of their two preferred media partners to provide Spark calling in the US, and our hosted contact centre offering is a certified **Cisco powered** solution



Microsoft: we are a supplier, consumer and technology partner for Microsoft’s services. In 2016, we became the **only global communications provider** to be named as a launch partner for the Skype Operations Framework. As a **launch partner**, we’re ideally positioned to help you choose the right deployment option for your business – cloud or hybrid. Together with our migration services, this enables end-to-end implementation based entirely on your needs.

CERTIFICATIONS

CCIE CERTIFIED : CCIE - COLLABORATION, CCIE - SERVICE PROVIDER, CCIE - ROUTING & SWITCHING	CMSP - HCS - CC
CCNP CERTIFIED : CCNP - VOICE, CCNP - SECURITY,	ITIL CERTIFIED
CCNA CERTIFIED : CCNA - VIDEO, CCNA - SERVICE PROVIDER	SSCA CERTIFIED
SPECIALIST - UCCEI	ACANO CERTIFIED
SPECIALIST - UCCED	PMP CERTIFIED
SPECIALIST - DIUCUCS	JUNIPER CERTIFIED



AWARDS AND RECOGNITION

Cisco

Cloud innovator partner of the year, 2015, 2016
Level 4, Cloud and Managed Service Program (CMSP)
CCE ATP Certified in US and India

Frost & Sullivan

Hosted Contact Center Service Provider of the year, India, 2011, 2012, 2013, 2015, 2016
Asia Pacific Managed Video Collaboration Service Provider of the Year, 2013
Asia Pacific UC as a Service Product Line Strategy Award, 2014
Enterprise Data Service Provider of the Year, India, 8 years in a row
Third Party Managed Services Provider of the Year, India, 2012, 2013, 2016
Enterprise VOIP Provider of the Year, 2016

Gartner

Leader in Magic Quadrant for Global Network Service Providers, 2014, 2015, 2016, 2017

Forrester

Leader, The Forrester Wave™: Asia Pacific Carrier Ethernet Services, Q4 2013
Strong performer, The Forrester Wave™: Managed Global MPLS Services, Q1 2013
Contender, The Forrester Wave™: Emerging Managed Security Service Providers, 2012

CurrentAnalysis

Rated as ' Very Strong ' in the Global Wholesale segment, 2014
Rated as ' Very Strong ' in the Global Enterprise, Business Network and IT Service segment, 2014

LightReading

IZO™ Internet WAN :
Most Innovative Business Service for Enterprise Customers, Q2 2015

ABOUT TATA COMMUNICATIONS

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

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