



# **GREAT SERVICE NEVER STOPS.**

At Tata Communications, we understand that how we do things is every bit as important to our customers as the things that we do. So we're always flexible, always available, and always positive. Going the extra mile doesn't even come close to describing it. More than an SLA, it's a state of mind — constantly checking that we are doing everything within our power to help our customers. No opportunity or problem is too big or too small. Whatever it takes, is what we do.

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## TAKING THE HEAT OUT OF COMPLEXITY

Outsourcing network and IT services to dedicated experts is increasingly popular as businesses aim to reduce costs, leverage innovation and minimise management time exposure. At the same time, voice, data and video technologies are converging as rapidly as they evolve.

The result is a complex environment in which excellent customer service is more important than ever. That's why it's our top priority at Tata Communications, as we guide you through every stage of your digital transformation journey — adding value through a services portfolio that covers:

- Program Management and Service Delivery
- Service Management
- Service Assurance
- Advanced Solutions Delivery
- Personalised Support Services

## LEADING SOLUTIONS DRIVEN BY TOP NOTCH SERVICES

From global network, data centre and cloud services through to our unified conferencing solutions, every Tata Communications product is supported by our best-in-class services. Whatever we do, we do it well — delivering greater efficiency, boosting connectivity and, above all, taking complete responsibility for your operational performance.

## YOUR FEEDBACK SHAPES OUR BUSINESS PRIORITIES

Service transformation lies at the heart of our improvement lifecycle, as we learn what works for your business and continually refine our view of what best practice looks like.

Above all, we're driven by your views and preferences that feed back into the way we deploy our world-class systems and processes. Each is designed and delivered by our highly skilled networking, cloud enablement and service professionals across 40 international locations in 126 countries.

Our winning combination of proactive monitoring, plus rapid response and problem resolution, can revolutionise your IT performance. And it's one that's seen us ranked top by Frost & Sullivan for customer experience amongst ISPs in India.\*

## PROGRAM MANAGEMENT AND SERVICE DELIVERY

### GIVE YOUR PROJECTS THE BEST POSSIBLE START — AND FINISH

At a time when 'getting it right' has never been more critical, we take the stress out of project delivery by providing the integrated, process-driven support you need to ensure success is repeatable — not just a lucky one-off.

Our proven Program Management and Service Delivery offers a single point of contact throughout the project lifecycle, making the most of Project Management Professional (PMP) methodologies and providing full transparency at every stage.

### KEEPING YOU ON TRACK AND ON BUDGET

A dedicated Project Manager with PMP or PRINCE 2 certification will immerse themselves in your business before any contract is signed. Your Tata Communications champion will look after your interests throughout — liaising with our expert solution architects, services managers and third-party vendors to keep even the toughest, most complex projects on track and on budget.

## PROGRAM MANAGEMENT AND SERVICE DELIVERY WORKFLOW

GET IT RIGHT. FIRST TIME, EVERY TIME.



Your dedicated Tata Communications champion will look after your interests throughout



Our 200+ team of skilled Service Specialists is there to translate your aspirations into a practical product and service package that consistently delivers service excellence

## SERVICE MANAGEMENT

### OUR SERVICE SPECIALISTS — WITH YOU ALL THE WAY

Understanding what matters most to our customers is fundamental to our ability to deliver great network communications — from the moment you start working with our ITIL-certified Service Specialists.

They're your dedicated point of contact for accessing advanced ICT services and expertise right across the Tata Communications business. But they don't just help you stay one step ahead of events, they also support you to seize new opportunities. Their role is to proactively monitor network efficiency and performance, and swiftly resolve issues as they arise — as well as keep you in the loop about next generation products and services as they come on stream.

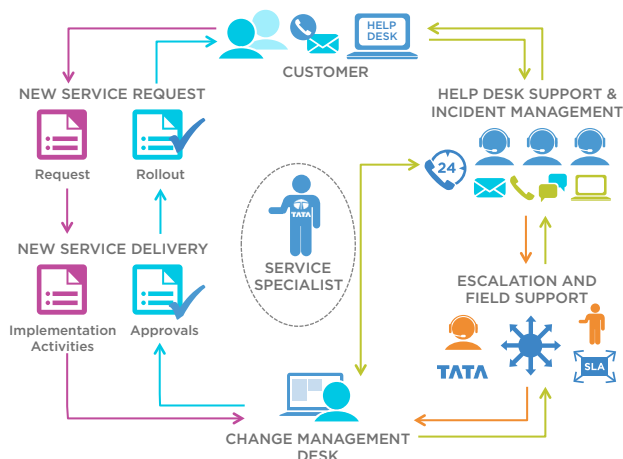
### YOU PUT THE QUESTIONS, WE HAVE THE ANSWERS

The ICT marketplace never sleeps, as mature technologies give way to new ones, and the possibilities of what they can contribute to your business growth becomes ever more sophisticated.

Our 200+ team of skilled Service Specialists is there to translate your aspirations into a practical product and service package that consistently delivers service excellence — from order management, billing and collection, through to service assurance and diagnostics. Each has more than seven years' experience servicing enterprise customers in the telecom sector and is ready and waiting to put it to work for you.

## SERVICE MANAGEMENT WORKFLOW

### OUR PEOPLE, YOUR CHAMPIONS, BIG BENEFITS



Get outstanding support from a service management team that's **your voice, in our organization**

The flowchart shows the service management process: **Service Assess & Design** → **Service Migration & Delivery** → **Service Consumption** → **Service Support** → **Service Continuity**. Below this, the following benefits are listed:

Annual <b>CSAT</b> Survey	<b>ITIL</b> CERTIFIED SERVICE SPECIALISTS
Product <b>DEMOS</b> and trainings	<b>24x7x365</b> SUPPORT
<b>7+ years</b> EXPERIENCE	<b>200+</b> ON-GROUND EXPERTS

## SERVICE ASSURANCE

### COMPREHENSIVE, ALWAYS-ON SUPPORT FOR YOUR BUSINESS

Good products only become great when they're coupled with the very best quality support.

That's why Tata Communications' Service Assurance offers a combination of self-care, as well as proactive and reactive, expert-led support to efficiently identify the vast majority of issues before they become problems. And we're fully geared up to quickly resolve any that do.

### THE SELF CARE PORTAL THAT PUTS YOU IN CONTROL

With its easy-access interface and desktop/tablet/mobile flexibility, our Customer Self Care Portal puts all the information you need literally at your fingertips. Its super-clear Service Dashboard is your seamless gateway to billing and trouble ticketing, as well as one-click reporting and order management.

### PROACTIVE MONITORING ROUND-THE-CLOCK

We take the view that you'd prefer to focus on your core activities, rather than the underlying infrastructure and connectivity on which your organisation is built. So our experienced CCNA technicians and SMEs use best-in-class monitoring tools to keep constant tabs on our 700,000km subsea and terrestrial network, 24/7/365.

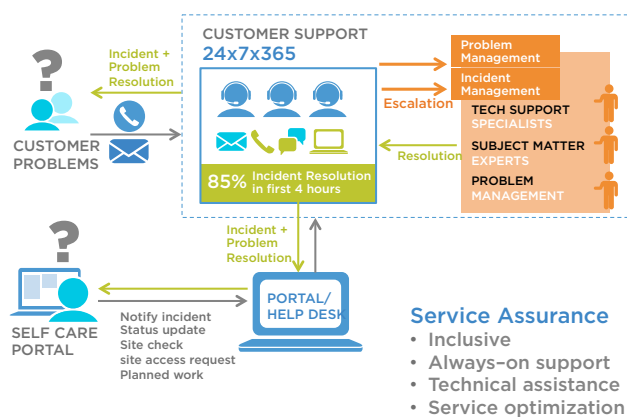
With most issues caught before they escalate, an automated ticketing tool matches any tasks to the best Tata Communications expert for the job.

### SINGLE POINT OF CONTACT AT OUR TECHNICAL SUPPORT CENTRE

Although more than 100 experts staff our Technical Support Centre, you'll always have direct access to a single point of contact who makes it their business to know your network needs as well as you do. Each is either CCNA-qualified or an experienced SME and highly trained in turning any incident or problem into a permanent resolution. Scoring 5 out of 5 in satisfaction surveys at least 80% of the time, they're the 'go to' team that are always there for you.

## SERVICE ASSURANCE WORKFLOW

### PROACTIVE, PROFESSIONAL, SEAMLESS SUPPORT



Ensure your enterprise stays one step ahead, with our comprehensive, always connected support services

The flowchart shows a sequence of steps: 'Service Assess & Design' (handshake icon), 'Service Migration & Delivery' (gears icon), 'Service Consumption' (server rack icon), 'Service Support' (person icon), and 'Service Continuity' (bar chart icon). Arrows connect these steps in a linear fashion. Below the flowchart, the text 'Upgrade Management' and 'Continual Service Improvement' are shown.

Customer Self Care portal  
Proactive monitoring services  
Technical support centre

**CCNA**  
CERTIFIED SOC SERVICE EXPERTS

**24x7x365**  
SUPPORT

**90%**  
CALL RESPONSE  
RATE <10 SEC

**500+**  
ON-GROUND EXPERTS

A combination of self-care and expert-led support efficiently identifies the vast majority of issues before they become problems

With one single point of contact and a 360-degree view at every step, you maintain control, reduce costs and take the pain out of transition

## ADVANCED SOLUTIONS DELIVERY

### COMPLEX DEPLOYMENTS, SIMPLE SOLUTIONS

Sometimes whole business transformation requires massive, complex deployments across sites and platforms. Having one experienced global partner handling the entire transition introduces simplicity where you need it most.

Tata Communications' Advanced Solutions Delivery manages your large, multi-million dollar projects from the design stage right through to deployment and beyond. With one single point of contact and a 360-degree view at every step, you're able to maintain control over every aspect including costs — and take the pain out of transition. The result is a global enterprise agile enough to innovate, get ahead of the curve — and stay there.

### ONE DEDICATED TEAM, OUTSTANDING SERVICE

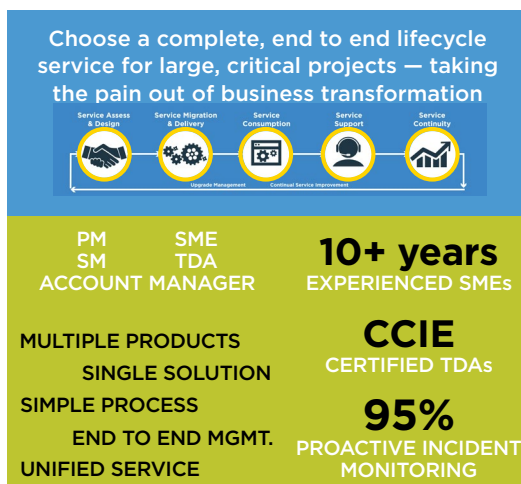
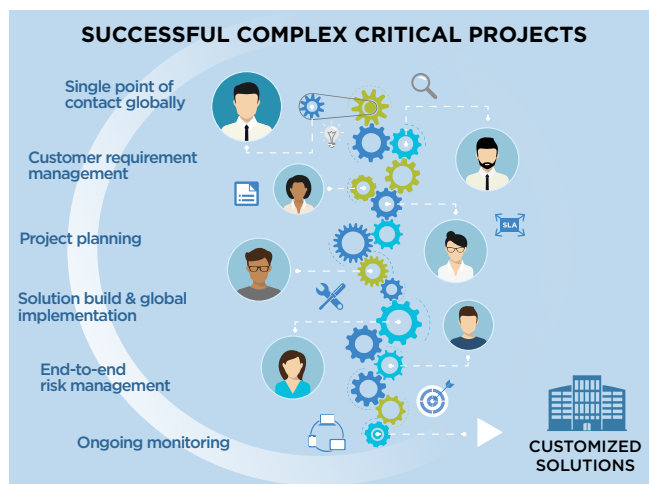
From the very start, you're assigned a CCIE certified, Technical Design Authority and PMP-trained project manager that will own your project throughout, employing ITIL practices for service assurance. As part of a dedicated team of highly experienced specialists, they're your one point of contact, making it easier to ensure a seamless transition throughout your organisation.

### PROVEN TRANSITION METHODOLOGY

Our proven process draws on our expertise and pool of talent to audit, plan, design and implement, always with an eye on managing and minimising risk from beginning to end. Ongoing monitoring ensures we adhere to SLAs and keep control of costs, while our English-speaking global service desk means your stakeholders can raise requests, ask for updates and more, 24/7.

## ADVANCED SOLUTIONS DELIVERY WORKFLOW

### COMPLEX PROJECTS SIMPLE SOLUTIONS



## PERSONALISED SUPPORT SERVICE

### FOCUSED SUPPORT AT THE HEART OF YOUR BUSINESS

When it comes to optimising your business' performance, nothing matches having support specialists on the case, day after day.

Tata Communications offers three bespoke services that take your business' needs into account and make sure you get the best from your communications portfolio — today and every day. From troubleshooting issues to sharing insights on new developments, we'll provide the support you need to keep your business moving forward.

### RESIDENT ENGINEER SERVICES

With at least ten years' experience, our fully CCNA and ITIL certified Resident Engineer monitors your operations and troubleshoots issues on the fly — either on-site, or at our Network Operations Centre in India with the option of 24/7/365 delivery.

### CUSTOMER SOLUTION ANALYST SERVICES

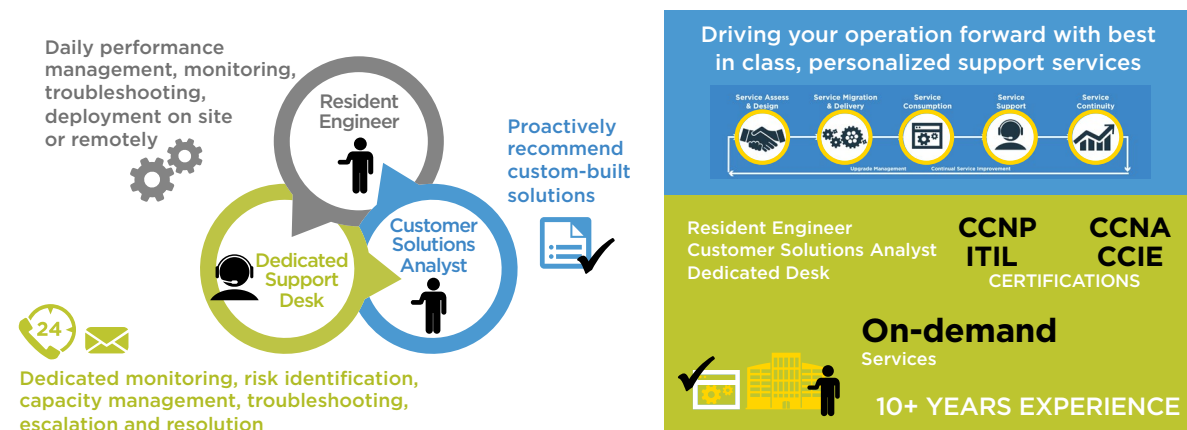
Our CCNP and CCIE certified Customer Solution Analysts have over five years' experience and get to know your business inside out, monitoring risks and customising solutions that optimise performance and your capabilities.

### DEDICATED SUPPORT DESK

Available 24/7/365, your dedicated support desk monitors risks, manages incidents before they have an impact and helps develop new tools, upgrades and solutions that optimise your business' efficiency.

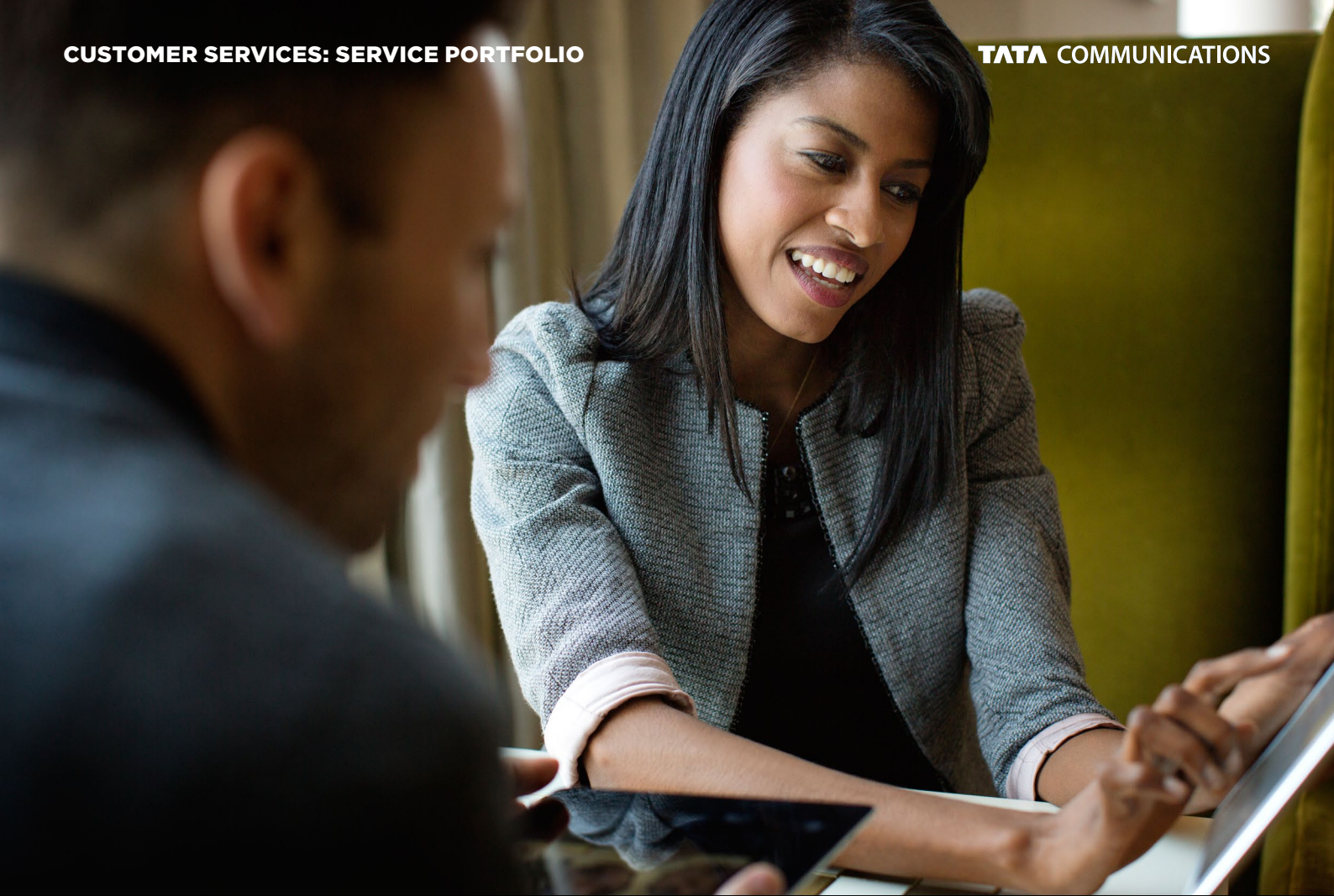
## PERSONALISED SUPPORT SERVICES DELIVERY WORKFLOW

### TAILORED SERVICES FOCUSED ON YOUR BUSINESS



Our personalised support services address the needs of your business, delivering the tailored solutions and insight that takes your enterprise forward





## THE TATA COMMUNICATIONS DIFFERENCE

Tata Communications is a world player in communications, delivering more than 24% of the world's Internet traffic to over 200 countries and territories, with over 400 points of presence on five continents and more than 1 million square feet of data space in 44 locations worldwide.

- 4000+ experts across 40 international locations, serving customers across 126 countries
- More than 200+ dedicated service relationship managers who are 100% ITIL certified
- 5 global service contact centres provide 24/7/365 support
- Clients can call on support in multiple languages across the globe
- Multi-platform support, industry-leading SLAs and 24/7/365 monitoring

Tata Communications - ***Whatever it takes***

For more information about our Services Portfolio please visit [www.tatacommunications.com](http://www.tatacommunications.com).

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