



# COMPLEX PROJECTS SIMPLE SOLUTIONS

**CHOOSE A COMPLETE, END-TO-END LIFECYCLE SERVICE FOR LARGE, CRITICAL PROJECTS - TAKING THE PAIN OUT OF BUSINESS TRANSFORMATION**

Tata Communications' Advanced Solutions Delivery serves as a one-stop shop for executing high value, multi-faceted projects – from design and deployment right through to customer support. Taking care of the entire project – with a single point of contact – you get better control, cost efficiency, and simplicity where it matters.

- Experience multiple products & technologies; delivered under a single umbrella with single solution design that customises cutting-edge solutions
- Simplify the entire process and stay fully informed with a global, single point of contact who acts as your champion across our organisation
- Facilitate the adoption of new services across your enterprise with comprehensive change management
- Minimise delays and disruptions with end-to-end risk management that identifies, assesses and mitigates risks at every touch point and location within your enterprise
- Stay ahead of the curve with access to industry-leading insights from specialists who understand the unique needs of your organisation

## INTRODUCE SIMPLICITY WHERE YOU NEED IT MOST

If you are an enterprise with an already complex mix of sites, platforms and tools, introducing new technology presents huge challenges. What Tata Communications' Advanced Solutions Delivery offers is a significant advantage to design, deliver and implement a new, multi-faceted solution across geographies and time zones, while coordinating locations and meeting strict deadlines.

### Draw from a rich global resource of talent and technology

Advanced Solutions Delivery brings you a unified end-to-end service for designing, delivering and implementing large, multi-million dollar solutions across your global enterprise.

You get service assurance through ITIL practices, a network of highly skilled specialists and our subject matter experts (SMEs). With over 10 years' industry experience our CCIE certified Technical Design Authorities (TDAs) provide end-to-end technical leadership, owning each project throughout its design, delivery and migration. Our PMP-trained project managers also have at least five years' experience in the Telecom Industry.

Both your assigned TDA and project manager form part of a dedicated team that includes equally experienced service managers, CCIE-certified solution engineers, regional account managers and subject matter experts. This team becomes your one point of contact – making it easier to ensure seamless integration throughout your organisation.

### Our proven transition methodology

- **Customer requirement management:** We audit your existing network, gathering crucial information on your existing processes, tools and creating clear feasibility assessments.
- **Project planning:** We define the scope, set out the deliverables and a schedule management plan including tollgates and key milestones for quality control, communications, change and cost management.
- **Solution build and global implementation:** Our experienced Technical Design Authorities take care of the design and we roll out global implementation using our proven mix industry best practices and proprietary processes.
- **End-to-end risk management:** We identify and assess potential risks at every touch point through your organisation, establishing mitigation strategies reviewed with you on a regular basis.
- **Ongoing monitoring:** Our Global Support Team delivers performance, risk and cost monitoring – and ensures we adhere to SLAs.
- **Single point of contact globally:** Your stakeholders can log incidents, ask for updates or escalation, request information and raise requests for changes – all via our global service desk manned by highly trained, staff accessible round the clock via web portal and email or by phone.

### Our migration methodology

A rigorous approach based on the accepted project management philosophy, which helps in migration of complex solutions with ease and as small impact to the customer. Owned by the CCIE certified highly experienced Technical Design Authority, migration strategy is a bespoke activity for each customer.

“Tata Communications' willingness to commit to the most stringent of service level agreements, along with its breadth of quality services, made them the obvious choice of partner”

—DARREN RUSSELL  
GLOBAL IT DIRECTOR,  
MOTT MACDONALD

### THE TATA COMMUNICATIONS ADVANTAGE

A strong global presence, with unrivalled local service expertise:

- 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

For further information on advanced solutions delivery, visit us at [www.tatacommunications.com/products-services/client-services](http://www.tatacommunications.com/products-services/client-services)

Contact Us

Share

