



PROACTIVE, PROFESSIONAL, SEAMLESS SUPPORT

ENSURE YOUR ENTERPRISE STAYS ONE STEP AHEAD, WITH OUR COMPREHENSIVE, ALWAYS CONNECTED SUPPORT SERVICES.

Tata Communications' Service Assurance provides an inclusive, always-on support network to meet all your service needs. From incident management through to troubleshooting and resolution, we have the people, tools and dedication to ensure your business runs smoothly 24/7/365. These include our:

- **Customer Self Care Portal:** providing you with information and tools that give you total control and visibility to manage your network, your way
- **Proactive Monitoring Service:** we use best-in-class diagnostic tools to anticipate, prevent and resolve 95% of link-down issues before they impact your business
- **Technical Support Centre:** more than a 100 industry experts are always on hand with the knowledge required to fix any problems quickly and easily

TOTAL SUPPORT – WHERE AND WHEN YOU NEED IT

With Tata Communications, the journey doesn't end with the delivery of our products. Upgrades, downtime, maintenance – every issue is different. That's why we're committed to providing round-the-clock support in the most relevant way for your business. More often than not, our people detect an issue before it has arisen, using the most advanced monitoring tools.

Take charge with our Customer Self Care Portal

Tata Communications' Customer Self Care Portal makes it easy to access all the information and services you need on a daily basis. Our easy to use interface is supported by a wide range of services – all easily accessible via desktop, tablet or smartphone providing a seamless customer care experience

Advanced features include:

- Billing: view or download billing information – with added account view customisation by service or region
- Service dashboard: monitors all key systems via a single, integrated interface
- Trouble ticketing: raise incident reports, monitor progress and communicate live with the service desk
- Reporting: generate network and managed services reports easily, and track performance with just one click
- Ordering: track orders, change requests and manage upgrades

Advanced service protection with Proactive Monitoring

We're continually evolving to better manage our performance and resolve any issues before they reach you. In fact, thanks to internationally recognised network monitoring tools, including Monolith and Concorde, 95% of all customer incidents are proactively reported*.

It leaves you free to focus on your core business activities, secure in the knowledge that we take care of your underlying infrastructure and connectivity, with:

- Automatic detection: we pick up link down, link flapping and heavy packet drops within your network and fix them before they impact your business
- Integration with the Remedy ticketing tool: this automatically assigns tasks to the appropriate Tata Communications experts for quick resolution
- Best-in-class technicians: all our professionals are Cisco Certified Network Associate (CCNA) certified, and we have a dedicated pool of subject matter experts, with over ten years of experience, available 24/7/365 in London and India

Expert, on-call Technical Support Centre

We're specialised in incident and problem management, and are committed to providing permanent resolutions. Our dedicated Technical Support Centre is staffed by more than 100 specialists, providing a single point of contact for all technical queries and issues. So whether you prefer communicating with us via email or phone, you'll be connected with a CCNA certified technician or experienced SME, who will respond and resolve your queries quickly and consistently. That's why our technical experts have been rated above 5 out of 5 at least 80% of the time.

“We're really happy with the support and services provided by the team. They were proactive in their approach, identifying the exact fault and sharing their solution with us in a timely manner.”

—KOTAK MAHINDRA BANK

THE TATA COMMUNICATIONS ADVANTAGE

A strong global presence, with unrivalled local service expertise:

- 4000+ experts across 40 international locations, serving customers in 126 countries
- More than 200+ dedicated service relationship managers who are 100% ITIL certified
- Five 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

*Applicable for customers who have subscribed for Managed Services.

For further information on Service Assurance, visit

www.tatacommunications.com/products-services/client-services

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