



OUR PEOPLE, YOUR CHAMPIONS, BIG BENEFITS

GET OUTSTANDING SUPPORT FROM A SERVICE MANAGEMENT TEAM THAT'S YOUR VOICE, IN OUR ORGANISATION

We strongly believe in enriching customer experience. That's why we've built a team of dedicated ITIL-certified Service Specialists who act as customer advocates and manage the life cycle of the solutions and services we deliver.

Right from your initial inquiry, Tata Communications' Service Management acts as an extension of your business, ensuring our solutions fulfill your requirements from day one.

Your Service Specialists:

- Bring to you the best of what we have to offer by connecting you to the services, processes and expertise across Tata Communications
- Are free from location constraints so you engage with one person globally
- Drive service continuity with regular feedback and reviews
- Continually drive improvements to bring better efficiency and productivity
- Maintain performance by rapidly resolving any incidents or other issues with swift escalation if needed
- Run a comprehensive customer satisfaction program focused on the areas that matter to you

YOU GET OUR BEST PEOPLE

Right from the pre-sales stage, we assign a Service Specialist to be your single point of contact throughout. Our 200-plus BE instrumentation and ITIL-certified specialists speak multiple languages and each has over seven years' experience working with enterprise customers within the telecom industry. Your Service Specialists put their technical expertise to work for you, addressing any issues and keeping you informed. Above all, they're your champion within Tata Communications, making sure you enjoy consistently outstanding service across our organisation.

GET MORE FROM YOUR COMMUNICATIONS NETWORK

ICT is no longer an adjunct that supports business operations; it's now the key driver at the heart of a successful enterprise. But together with opportunities comes an ever-increasing complexity that's hard to navigate. When you're exploring a new solution, how can you make sure you get the best fit for your organisation? And how do you implement, manage and monitor it to resolve issues and raise performance – without this becoming a huge drain on your resources?

Here's where the support of a skilled service management team is critical.

The easier way to do business

Tata Communications' Service Management acts as your intermediary, matching your objectives to the products and services we offer. Our Service Specialists make sure every process – from order management, service delivery, billing and collection, to service assurance and service performance diagnostics and improvement – all run smoothly and error-free. That means you get consistent service and guaranteed service availability that meet SLAs, with better accountability all round.

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 Service Management, visit www.tatacommunications.com/products-services/client-services

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