

CUSTOMER PORTAL

Our Customer Portal enables you to optimise your user experience, save time, and maximise the potential of your communication services. We have integrated smart design processes that go into maintaining, managing and accessing services into a single, easy-to-use, online platform. Whether you are using a laptop, desktop computer, tablet or smartphone, you have always-on access to your services, monitoring, reporting, and trouble ticketing. Our Customer Portal promotes a flexible model that supports your growth with streamlined processes and real-time service status updates.

Our Customer Portal simplifies how you manage your services and provides new levels of flexibility, visibility, agility and control.

OUR APPLICATION HUB

Providing a range of solutions, Customer Portal offers mobile, voice, IP and unified communications services.

Using the portal, Enterprises can access :

- Content Delivery Networks
- Insta Compute
- Telepresence
- WAN solutions
- Interconnect manager

Reporting tools include :

- ILL report
- GVPN report
- InstaCC report
- New performance report
- Application aware networking report
- IPX data roaming (GRX) looking glass
- IZO Internet WAN

24/7 SELF-SERVICE FROM ANYWHERE IN THE WORLD

The Customer Portal dashboard allows rapid access to the services and support you need. Customise the dashboard with what is most important to you by filtering services to quickly find and review status in real-time. Easily recognizable tabs, as outlined below, enable quick navigation:

- Trouble ticketing
- Ordering
- Managing
- Billing
- Reporting & monitoring

BENEFITS

- **A growing service portfolio** – Access 20+ services from our Customer Portal with new services and features continually being added to the platform
- **A customisable interface** – Shape the dashboard to meet your specific needs, and gain immediate access to the information you need
- **Flexible APIs** – Our APIs have been designed to make it simple and efficient to integrate our services with your existing systems and processes
- **Simplified management** – You can quickly create and manage users assigning access rights to groups and individuals
- **In-depth reporting** – Reports that cover performance, quality, usage and a whole range of criteria can be created and downloaded
- **Real-time troubleshooting** – Our trouble ticketing process enables you to immediately react and respond to any issues with real-time status updates
- **Transparent billing** – All bills can be viewed and downloaded with multicurrency support

ACCESS TO CUSTOMER PORTAL

Existing users can access the portal at <https://portal.tatacommunications.com>

Please contact customer service (customer.service@tatacommunications.com) for assistance, including:

- Requests for access to the portal
- Login or navigation issues
- Requests training or demos

For more information, visit us at www.tatacommunications.com

CONTACTS:

CONTACT US



Website: www.tatacommunications.com
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