SUCCESS STORY | CONVERSATIONAL AI

Leading speech solutions provider leverages IT infra support for enhanced CX

IT Infrastructure and Operations Support (IOSS) for uninterrupted operations

About the client

The client is a pioneer and leader in conversational AI innovations. It builds cloud-based voice recognition products for businesses and consumers around the world. The company comprises the world's most significant portfolio of speech and imaging products, used by big financial, telecom, healthcare, retail, and government organizations for customer authentication and prevention of fraud across voice and digital channels.

Requirement

As a top IVR product champion in the US market, the client was looking for a comprehensive solution provider for IT Infrastructure and Operations Support (IOSS) to enhance the customer experience. The client needed IT infra-support such as server maintenance, network operations, application, and production support, especially during non-US business hours. The timely resolution of alarms to ensure BAU was also critical. Another primary requirement was the remote and on-site deployment of OS and the enablement of migration and configuration/reconfiguration of existing applications.

Requirement highlights:

• IT infra support

• IT monitoring

- 24x7 client availability

- Remote deployment

- Remote configuration

- Remote migration

- Remote upgrade

- Service management

Solution

A global specialist in future-proof and proactive customer experience management, Servion provided end-to-end remote IT infrastructure and Operations Support services (IOSS) that included:

- System Administration - 9x5 coverage for the system engineering team during offshore hours and on-call coverage; support for installation, implementation, configuration, deployment, migration, and upgrade of internal/production systems

- Network Administration - Troubleshoot and resolve issues reported by monitoring tools, proactive deep-dive investigation and resolution, respond to tickets/issues created by internal and external customers - directly or through support teams, handle applications and patch deployments, escalation of alarms/issues to level 2-3 resources, client notifications, and traffic redirections.

- Production Management Team - Coordinate with NOC, NE, PS, and DBA during maintenance or implementation and drive incident bridge providing solutions, help NOC/SA during the implementation time while implementing the change ticket in production and pre-production environment.

- Proactive and reactive monitoring, flood period management, and vendor management.

Business outcomes

Servion's solutions brought about several key benefits for the client, including:

- 99.99% server uptime and 100% SLAs

- CSAT >95%

- 99% issue-free implementations and installations, leading to zero customer complaints

- Better productivity due to better infrastructure maintenance without issues

- Quick TAT and minimal escalations because of the robust knowledge base

- TCO reductions enabled by multiple vendor management

- Ability to resolve more change requests during non-US business hours

- Business continuity, with extensive issue-free support, maintained even during highly inclement weather

SERVION | *Crafting CX solutions*