

AGREEYA®

TELECOM GIANT ENHANCES  
**GLOBAL EFFICIENCY AND SUPPORT**  
WITH AGREEYA'S INNOVATIVE TECHOPS SOLUTION



Headquartered in Basking Ridge, New Jersey, our customer is a leading American telecommunications giant. The organization faced a critical challenge in providing prompt 24x7 tech support for its expansive teams spread across diverse geographies. With 90,000 employees operating in over a hundred countries, the organization heavily relied on its IT department to manage a vast array of applications, databases, and other tech operations.

## Inefficiencies in Production Support Impacts Business Operations

The inadequacies in the existing production support model proved to be a significant bottleneck for the telecom giant. The reliance on a Business Information Technology (BIT) application and an internal support team based solely in the U.S. resulted in a glaring time zone disparity. Live support was limited to U.S. business hours, leaving teams in geographies such as India, China, Japan, South Korea, Australia, etc., without immediate assistance for production operations, cloud operations, infrastructure program management, database administration, and Robotics Process Automation (RPA). This misalignment in support availability not only hindered operational efficiency but also led to prolonged downtimes, impacting the overall business operations, and causing frustration among the global workforces.

Recognizing the urgency to address these inefficiencies, the key stakeholders at the telecom organization emphasized the need for a technology partner to enhance operational efficiency. The limitations of the existing support model were creating roadblocks, hindering the seamless functioning of global teams. The organization sought a solution that would not only resolve the current challenges but also pave the way for future-proof, round-the-clock tech support.

“Faced with the challenges of limited production support causing roadblocks across our global teams, we needed the support of a technology partner to enhance our operational efficiency.”

- Project Manager, The Telecom Giant

## AgreeYa's Strategic Approach

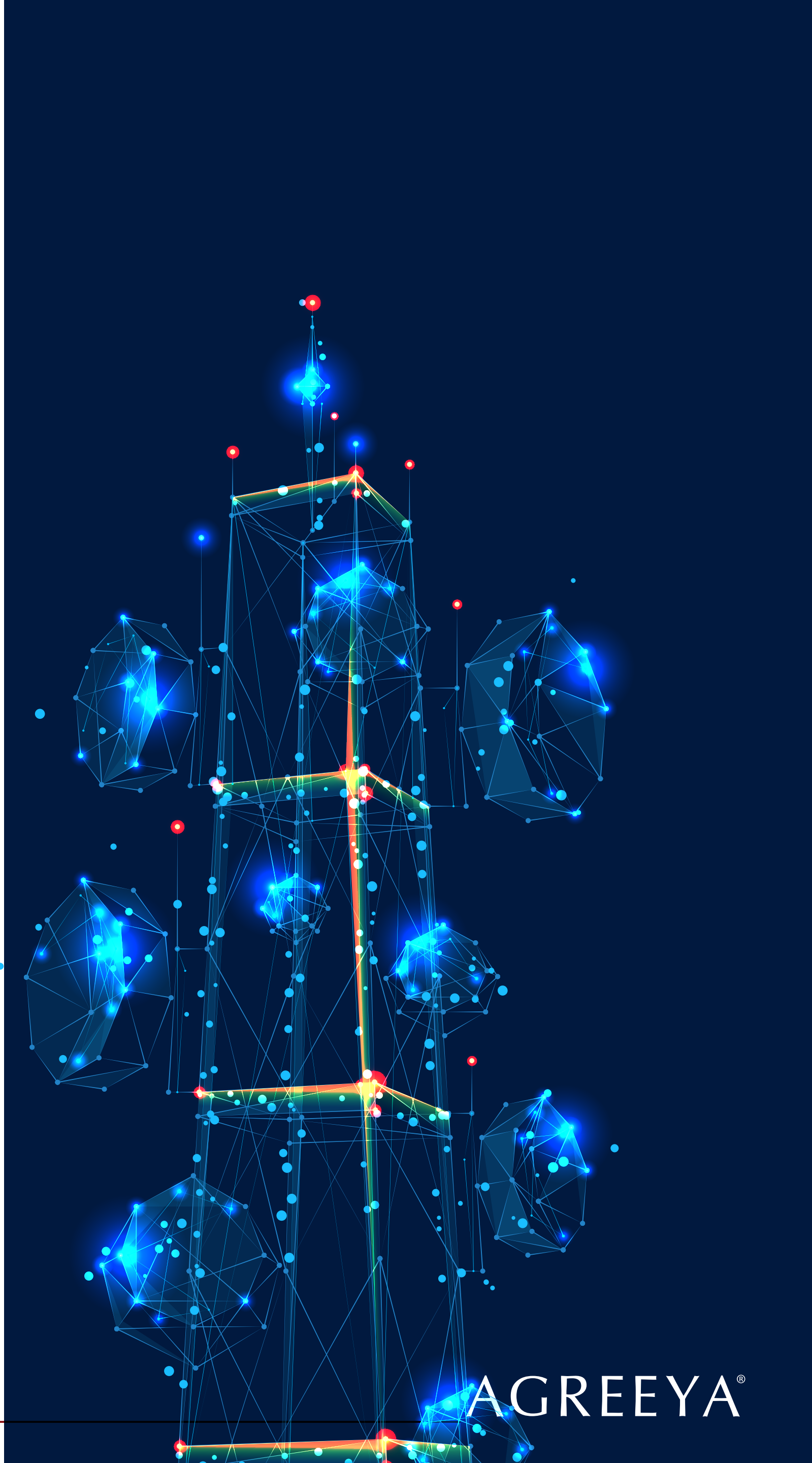
AgreeYa, recognized for its expertise as a Global Systems Integrator and Microsoft Cloud Solution Provider, emerged as the ideal technology partner for the telecom giant. Having already played a pivotal role in the organization's growth through prior collaborations in application development and managed services, AgreeYa's track record solidified its position as the preferred choice for the technology initiative.

Upon engagement, AgreeYa conducted a thorough assessment, delving into the intricacies of the existing support challenges. Key stakeholders were extensively consulted to gain insights into their specific expectations and pain points. Leveraging its vast experience, AgreeYa formulated a strategic solution: a multi-demographic support team operating onshore, nearshore, and offshore. This model aimed to eliminate the constraints of time zones, providing continuous support for production operations, cloud operations, infrastructure program management, database administration, and Robotics Process Automation (RPA).

### Implementing the Multi-Demographic TechOps Model

AgreeYa deployed a team of 57 support engineers working in a multi-demographic service delivery model, including onshore in the U.S., nearshore in Mexico, and offshore in India (across two locations). This model ensured continuous coverage and significantly reduced the production support turnaround time to just 15 minutes when a query was raised.

The implementation of this solution not only addressed the immediate challenges faced by the telecom giant but also ensured consistent and efficient support for its product operations. The multi-demographic TechOps model proved to be a game-changer, providing the organization with the flexibility to operate seamlessly across different time zones.



## Enabling Round-the-clock Support for Successful Business Operations

AgreeYa's commitment to delivering high-quality solutions tailored to the unique needs of the telecom conglomerate transformed the support operations. Monthly and quarterly performance reports were submitted to the organization's management, enabling effective monitoring and maintenance of the production environment within BIT applications in a 24x7 setting. The outcomes achieved include:

Seamless 24x7 operation with 15-minute query resolution for TechOps, DBA, and RPA.

Minimized downtime and enhanced operational efficiency.

The organization's performance score reaching 77% in the second half of 2023.

Customer Satisfaction (CSAT) score reaching 3.76, surpassing the average of 3.49.

“AgreeYa is our true partner in success and enhanced business operation beyond expectation. We look forward to continued collaboration on future projects.”

- Project Manager, The Telecom Giant





## About AgreeYa

AgreeYa Solutions is a leading global provider of software, solutions and services to small, medium and global Fortune 100 organizations. Founded in 1999 and headquartered in Folsom, Calif., AgreeYa has over 2,500 professionals helping clients across U.S, India, Mexico, and Singapore. Leveraging a technology-enabled, consultative approach and diverse talent, AgreeYa offers modern workplace, smart analytics, intelligent automation, AI/ML, cloud transformation, mobility and talent management solutions to deliver digital transformation to its clients. AgreeYa has received considerable recognition including certifications like Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI and ISO 9001:2015; and awards including 'Dream Company to Work For' and 'Best Employer Brand'.



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