

UC Foundry

Powering seamless collaboration

**THINK.
TRANSFORM**

With enterprises getting ahead with better communications and collaboration, it is becoming clear that CSPs with primitive network infrastructure will have greater challenges on hand to support the next generation communications tools.

Taking Unified Communications and Collaboration to next level

In today's competitive market place, organisations are struggling to align their business processes, technology and organisation structures to achieve their strategic goals. Enterprises need solutions to integrate their business processes and benchmark them with the industry's best processes to deliver higher value to their customers. They are switching to unified communications for the very reason that UCC offers flexibility in deployment, cost effectiveness, convergence of various applications, technology and enables one-stop solution with less CAPEX / OPEX for enterprises. The proven merits of hosted collaboration solutions (HCS) / UCC has paved the way for large enterprises and service providers migrating from the legacy TDM Voice PBX / switches to cloud-based collaboration solutions and unified communications.

Tata Communications Transformation Services' (TCTS) UC Foundry is one stop solution for all your UCC needs. At UC Foundry, NOC & PSDC co-exist and co-work to provide unified experience to customers with optimum cost benefit. UC Foundry houses Network Operations Center (NOC) along with Professional Service Delivery Center (PSDC) & skills across UCC platforms like Microsoft - Skype for Business/Teams, Cisco UC/HCS, and Avaya CM. With TCTS' cross-skilled engineers & large pool of SMEs, UC Foundry improves productivity and scalability of both NOC & PSDC to adapt to increased operational demand.

THINK. TRANSFORM. Get ahead of the competition. Your world-class journey to next-gen unified communication begins with TCTS.

Key service offerings

Network Operations Center (NOC)

Service assurance

Fault ticket handling

L1 to L3 Desk

Move Add Change Delete
(MACD) Requests

Maintain SLA up time

Performance reporting

Professional Services Delivery Center (PSDC)

Service delivery

Plan & deliver

Perform project services of
planning, designing, architecture

HLD, LLD, Implementation

Configuration, Integration
Testing (UAT, ORT)
Documentation, Handover

Migration from legacy platform

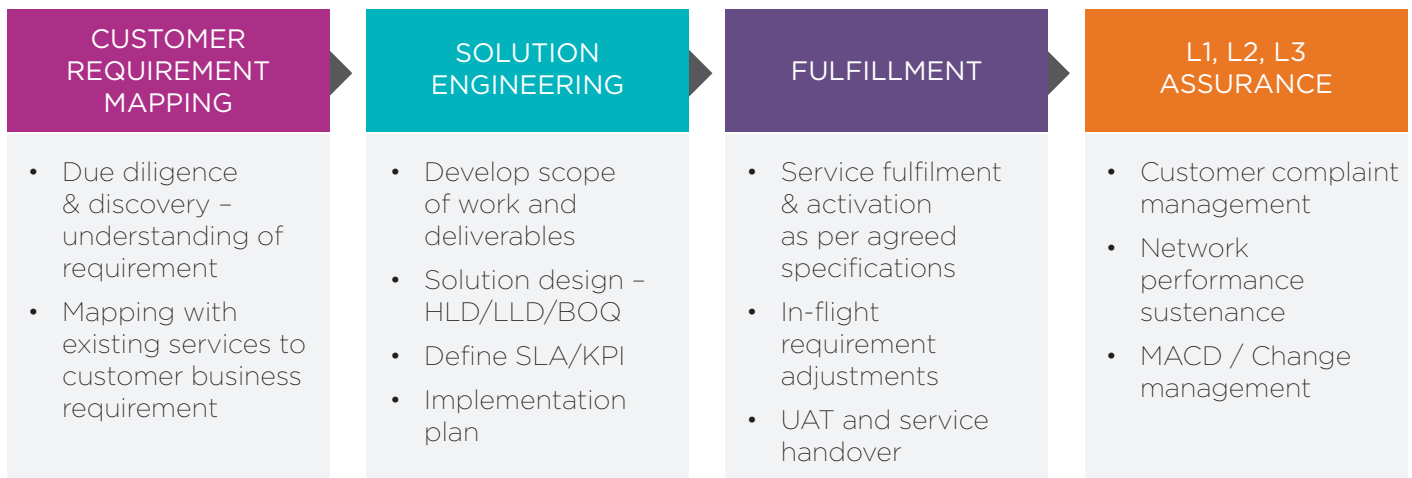
Periphery support

Periphery integrations

Operational issues related to
integration and periphery
platform

Support periphery platforms
like IVR, CRM, Recording,
Billing, WFM, etc.

E2E operations cycle



Value proposition

- Cost benefit by shared model, Transaction base pricing
- End-to-end services delivered by multi-skilled and certified engineers
- One-stop solution provider for all UCC needs
- SLA based support, Reduced TAT, Improved FCR
- Specialised tools in UCC, partnerships with best of UCC industry
- Deep understanding of Telecom industry with decades of experience

Case studies

1. EWP PBX L1 Surveillance and Support for North American Telco

- With remote monitoring, provided resolution for customer premise based PBX troubles as identified by CPE equipment alarms or customer reported troubles
- Utilised customer suite of OSS system to monitor, access document, dispatch and resolve CPE equipment
- Managed real time remote monitoring and support services for all of customers' Is EWP PBX maintenance

2. Cisco Hosted Collaboration Services Activities

- Built configuration in Cisco CM along with Custom IVR development, ICM Scripting and created IP endpoints / agents spread across multiple locations
- Report generation & analytics
- Post-delivery support for MACD
- Supported test preparation & service readiness

- Migrated existing premise-based customer to hosted model

3. Enhanced customer experience for North American Tier 1 Telco

- Service Fulfilment – End-to-end activities for post-sales pertaining to design and implementation of solutions as a Technology Specialist for cloud services and Skype for Business
- Service Assurance – Managed and streamlined processes for trouble ticket handling of cloud services and Skype for business
- Proactive Maintenance – Proactively managed the customer's environment for cloud services and Skype to ensure seamless service experience for the end users
- Skype for Business – Configured various features to enhance the experience of Skype For Business customers.

