

DRIVING PERFORMANCE ACROSS GLOBAL CUSTOMER SERVICE INFRASTRUCTURE



LARGE PAYMENT PROCESSING COMPANY CHOOSES ATSG

The customer's global head of operations has praised ATSG's comprehensive monitoring capabilities, proactive incident remediation and skilled support center staff.

CUSTOMER OVERVIEW

This ATSG customer is a global leader in payment processing technology and solutions, managing over 31 million transactions each day across nearly 150 countries. To support these enormous transaction volumes, the company handles tens of thousands of merchant inquiries every day. It does this through a globally distributed network of more than a dozen contact centers.

This contact center infrastructure is mission-critical – a vital component of the company's business operations. In addition to powering customer service, it is also the glue that brings together the company's technical operations, sales, research and development into a cohesive customer-facing team.

CUSTOMER SNAPSHOT

Industry: Fintech

Geo: Global

IT Landscape:

- 4,000 endpoints
- 28 Cisco UCC servers
- 16 Cisco UC servers
- Cisco CVP
- Cisco CUCM
- Cisco CUPS
- Cisco Unity Connection
- Cisco TelePresence
- Tiger Pro reporting
- Calabrio voice recording and workforce management
- Telisca Single Sign On
- Servion IVR

Solution: ATSG RMS

PAIN POINTS

The company faced challenges with the delivery of customer care due to performance and availability issues with its contact center and thus was not satisfied with its managed service provider (MSP). This provider also didn't give the company the operational visibility it desired.

The company needed a better solution – one that delivered real-time visibility, proactively identified issues and drove continuous improvement across its Cisco Unified Contact Center (UCC) and Unified Communications (UC) environment. As part of its plan to modernize how its contact centers were managed, the company put out a request for proposal for managed services and an ATSG partner set out to replace the incumbent MSP.



WHY ATSG

The company ultimately chose an ATSG partner and the ATSG Remote Management Service (RMS) to ensure operational excellence within its centers. This decision was based on the fact that the company's global head of networks had previously used the OPTX Platform – which powers ATSG RMS – at another major financial institution. Based on his experiences there, he was confident the platform would deliver the contact center visibility, performance and availability that the company needed.

After selecting ATSG, the company moved aggressively to replace its existing MSP by setting a hard target for terminating their contract. ATSG and its partner committed to an aggressive service activation plan and worked together with the company to make the launch a success. As part of this accelerated plan, ATSG:

- Extended its support processes to create optimal alignment with the company's business operations
- Fully aligned its services with the statement of work that the ATSG partner had with the company
- Established documented return material authorization (RMA) processes across multiple equipment manufacturers
- Worked with the company to ensure compliance with strict security standards
- Deployed the OPTX Platform across multiple sites in a full disaster recovery configuration to ensure mission-critical monitoring and managed services availability
- Delivered holistic dashboards that give total visibility of call center availability and performance

BUSINESS OUTCOMES

ATSG and its partner hit the aggressive service activation date, successfully navigating through security validation, creating customized engagement and escalation processes, and establishing system monitoring access. At go-live, ATSG managed more than 3,800 endpoints, along with 28 Cisco UCC servers, 16 UC servers, supporting network infrastructure and numerous other systems and applications. After deployment, ATSG

identified issues in the customer's infrastructure that were not under management, ultimately leading to the customer requesting ATSG expand the service to cover 200 additional network devices.

Since selecting ATSG, feedback from the company has been consistently positive, with its global head of operations praising ATSG's comprehensive monitoring

BUSINESS OUTCOMES CONTINUED

capabilities, proactive incident remediation, dashboards and reports, and positive interactions with ATSG Support Center staff.

On top of providing 24x7 monitoring and managed services, ATSG also provides other value-added services to the company. For example, as part of its support and maintenance processes, ATSG proactively monitors carrier circuits and engages with carriers when there is an issue. By managing operational engagements with carriers, ATSG has improved end-to-end availability and reduced the burden on company resources.

ATSG also manages the company's operational interfaces with equipment vendors as part of the incident

resolution process. This includes engaging vendor support services, as well as managing RMA processes when returning defective equipment to the manufacturer.

In addition, ATSG proactively engages third-party service providers following the platform's identification of an incident on select applications. This service includes logging the incident in the OPTX Platform's event management application, following the customer's process to engage the service provider and tracking resolution progress per the customer's software and hardware contracts.

KEY METRICS

- It takes only 37 seconds on average for the OPTX Platform to identify call center issues, diagnose the root cause and notify ATSG Support Center staff
- The OPTX Platform proactively detects 93% of incidents without the company having to report a service issue
- By correlating events and automatically validating incidents, the OPTX Platform has reduced incident volumes by 99.8% – ensuring that ATSG Support Center staff spend their time working on real call center issues rather than drowning in noise
- Incidents are resolved quickly, with a Mean Time to Resolve (MTTR) of just 3 hours and 44 minutes
- The company has also been able to reduce its operational costs, since the OPTX Platform dramatically lowers the time and effort needed to resolve call center infrastructure issues

About ATSG

ATSG is the leader in intelligent business service assurance. The OPTX Platform delivers predictive and proactive performance and availability management across hybrid infrastructures, with a focus on real-time communications use-cases. It is available as a standalone solution or as the engine behind ATSG's managed service offerings.

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