



infraonDESK[®]
Powered by EverestIMS



CASE STUDY

D-VoiS

Communications Pvt.Ltd.

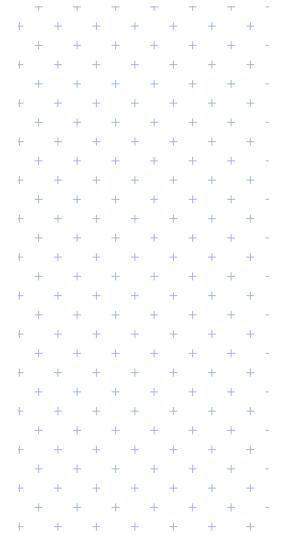
The Customer D-VOIS COMMUNICATION

D-Vois Communication with its brand I-ON broadband provides top quality high speed fibre broadband services to consumers across India.

I-ON recognizes the importance of a high-speed and reliable internet service at home as well as in different industry sectors such as Education, Health-care, Hospitality, and Enterprise.

Starting as a fledgling company in 2006, today **D-VoiS** is a category '**A**' ISP and is one of the **top 6 pure play Internet Service Providers** in India, with over **4 Lakh customers** and nearly around 25,000 Access Points in more than 60 cities across the country.

Today, through their brand "I-On", they have acquired a reputation for reliable and cutting-edge Internet solutions to cater to various segments like Retail, Hospitality, Campus WiFi, Corporate and Public WiFi.



The Challenges

With an increasing number of customers, D-Vois soon started to face major challenges in monitoring the core network and connectivity across these customer sites. **Maintaining customer SLAs**, addressing daily customer issues with internal teams and **managing these issues manually** led to **extreme delays** in customer response time which led to unavoidable human errors.

Further, D-Vois faced a critical roadblock with its **field engineers** not having any immediate on-field quick guides for resolving issues as well as an immediate update of task status after they were completed. These led to fractures and creation of interdependencies between multiple departments that were working in silos, leading to conflicts between internal teams, reduced work efficiency and immense business losses.

The Need

Customer Support, NOC Operation, Field Operations, Franchise Support & Service Rollout

To overcome all the above challenges D-Vois' core team required an **integrated NMS and Service Desk tool** to better manage all customers across all business segments in a unified manner without any SLA breaches.

D-Vois needed to have a centralized NOC Operation & Distributed Helpdesk along with a Field Service Management solution to monitor & control Complete IT infrastructure, applications and to provide seamless support to their growing customer base.

To manage this growing user base their franchisees, field staff and installation needs, D-Vois had to induct a



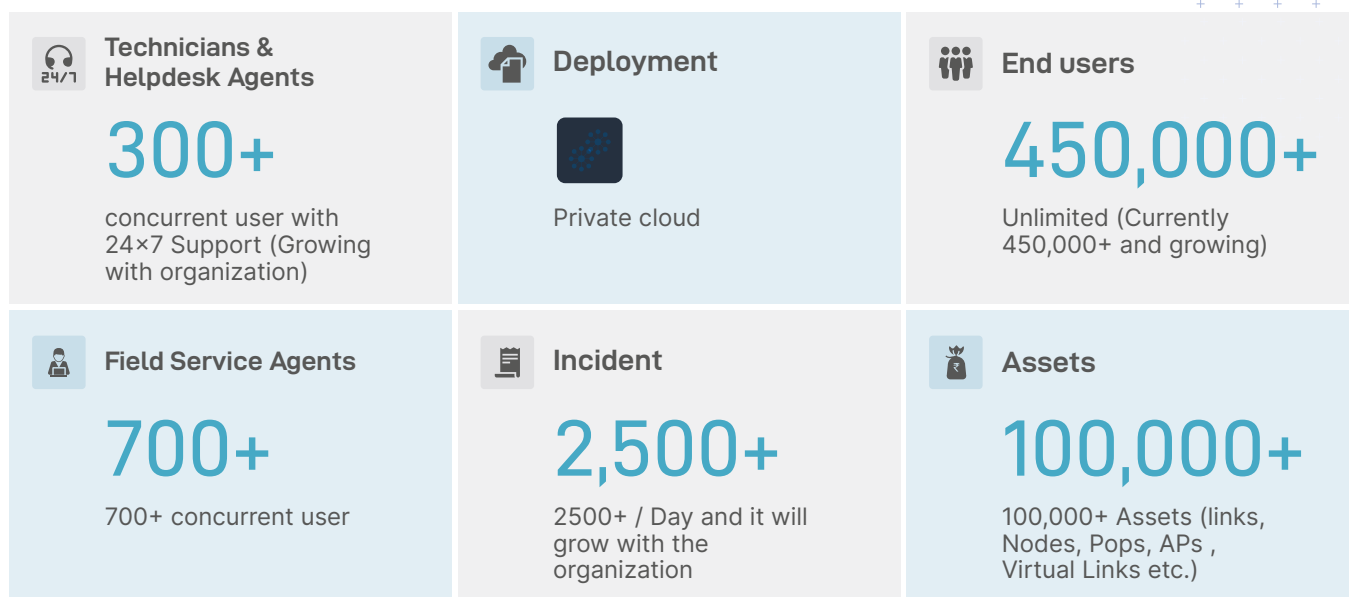
robust collaboration system and Workforce management system. They also wanted to integrate the same with their Existing CRM system which had to synchronize all users, location details and to log calls.

D-Vois also wanted to consolidate the Events generated from Existing Applications NMS and EMS systems to manage outages proactively.

The Solution

EverestIMS provided two of its platforms – Infraon IMS and Infraon Desk that seamlessly integrated together and comprised the complete solution.

Setup Stats:



Solution Summary

Infraon IMS was implemented to monitor the complete IT infrastructure (with over 200,000+ Links, 25,000+ APs, 1000s of servers and network devices), applications and to generate Events and push them to Infraon Desk for proactive Management and to alert the team about the outage in a particular customer area. In the event there was a faulty behavior in any of the devices / links, immediate alarms were generated in the system. EverestIMS' all-in-one integrated solution helped D-VOIS optimize NOC operations across departments & manage complex network services with simultaneous notifications being sent to the respective field engineers, plus automatic

ticket creation (alarm-to-incident) on Infraon Desk thus automating the entire monitoring process. Additionally, to efficiently manage and optimize the productivity of multiple support teams, departments and franchises in a unified manner, Infraon Desk provided a comprehensive and centralized medium through a single ticketing portal.

Infraon Desk was implemented for to power up their ITIL enabled Service Management, Franchise and Vendor Management, Workflow Automation and Team Collaboration, Field Workforce Management and New Services Rollout. Using this portal, different support teams

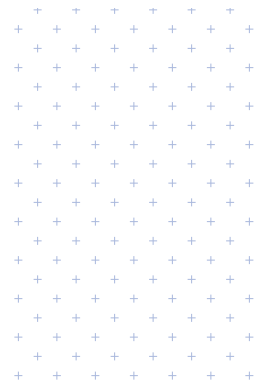
The Solution

maintained a single repository of support tasks which helped reduce redundancy leading to easier management of tickets. This in turn enabled automatic & timely task-ticket allocation based on pre-defined roles and workflows, thus reducing manual effort leading to quick and improved issues resolving technique. The easy role-based hierarchy feature of the tool allowed simplified data distribution across teams, departments and franchises.

Apart from sorting interdependency issues internally, the mobile app tool feature enabled on-field site engineers to resolve issues faster with the help of an easily accessible Knowledge-Base for quick reference to troubleshooting techniques and updating the status of the task immediately from the site without having any internal support team member intervening. This would have earlier comprised of updating the task status after receiving the request

from the site engineer through email or phone call which was a cumbersome and tedious process.

Going one step ahead, Infraon Desk helped manage customer & franchise SLAs with a robust incident-vs-escalation mapping. The complete Everest Suite allowed a Geo-Map location view of the affected assets as per the sites thus equipping the support teams and engineers to quickly locate the exact faulty site. Further the seamless integration between Infraon Desk with D-Vois' existing analytical tools (HADOOP and 2 CRMs) made report transfer easier for further data-analysis to enhance customer and vendor experience.

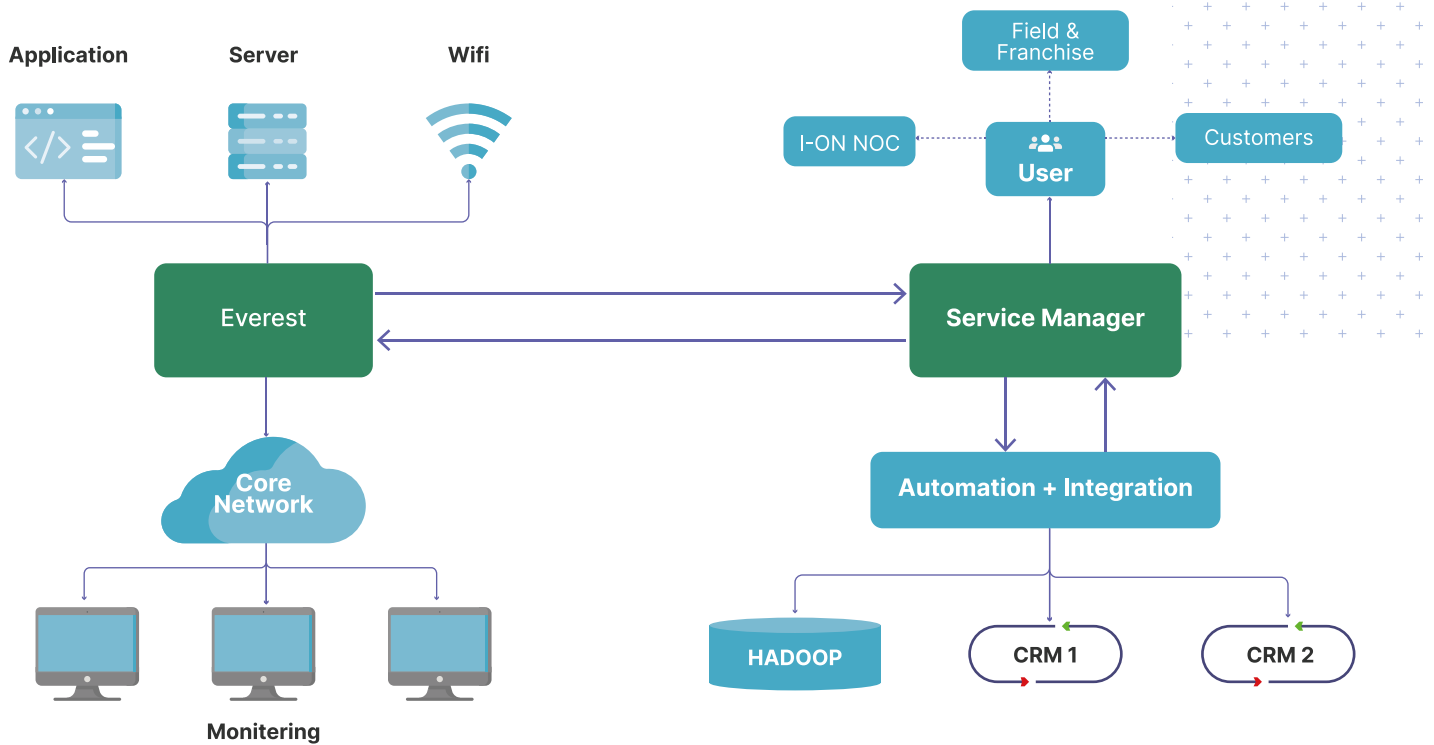


The implementation comprised the following features

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|---------------------------|-------------------------------------------------------------------------------------------|-------------------------|---------------------------|-------------------------------------|---------------------------------------|
| Trouble Ticket Management | Incident Management | SLA & OLA Management | Change Management | SSO with SAML Integration | Workflow automation for all processes |
| Asset and CMDB Management | Problem Management | CRM Integration (2 Way) | Knowledge Base Management | Customer Survey & Feedback | |
| Mobile Application | Email Server Integration (for Email to Incidents and pushing notifications & escalations) | | | | KPI Reports |
| IVR integration | Event Management • Infraon IMS Events • SIEM (Arcsight Integration) Events | | | Workforce and Field Task management | |

The Solution

Deployment Architecture (Includes DC-HA/DR)



Benefits and Outcomes

The centralized Application and DB server was installed on the DC site in Mumbai. Infraon IMS monitored all the network assets and delivered all the required events to Infraon Desk which was integrated with multiple CRMs used for different business segments (Retail, Hospitality, Education, etc). This was integrated with Hadoop system where all the applications in D-Vois consolidated the Data and prepared the relevant BI reports. D-Vois immediately saw a vast increase in customer satisfaction as

their engineers were able to find and fix issues within a much quicker resolution time. They were able to quickly detect issues and instantly push the relevant data to the right teams. The entire ecosystem of information started to work seamlessly and in a smooth manner that set the tone for future expansion and growth for the company.



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