



Global Network Management for a leading Software Provider

Client Background

The Client is an industry leading Channel Management, B2B ecommerce and Master Data Management solution provider. With offices and clients spread across globe, our client helps diversified industries including high-tech, telecom, manufacturing, oil & gas, financial, and transportation.

Business Need

To support its critical operations long-term, the client wanted to find a new managed infrastructure provider who can provide both technical excellence and service quality and meet all of the company's current and future needs.

The client has operations spread out across world, where the network devices and equipment are installed and commissioned. The client wanted the infrastructure partner to manage the core network backbone connecting various internal and external stakeholders across the organization and to streamline the process by providing an integrated view of the business across the enterprise landscape. To adequately address the issues, the client wanted:

- › To Provide 24x7 SLA based support and superior troubleshooting of intermittent/transient network problems
- › To build a scalable and resilient wide area network that would grow and flex with the communications demands of the business
- › To maximize utilization and performance of the network and available bandwidth
- › To be able to run other services over the same network, so minimizing additional infrastructure costs
- › To enter a partnership with a truly client-oriented and committed supplier
- › To Maintain the 0% downtime and to provide high level SLAs

The Solution

After an extensive selection exercise, the client has chosen Radiant to provide the next generation of network services.

Focused on providing optimum network management and maintenance for the customer, Radiant infrastructure team designed a managed network services portfolio for the client built on a combination of operational and management strategy, with a focus on end to end operations Management and absolute stakeholder visibility as per ISO standards.

Areas of expertise delivered to the client, the services offered include:

- › 24 X 7 SLA-based global technical support
- › Change Planning, scripting and implementation
- › Network Fault Management and Remote troubleshooting
- › Network Administration and Performance tuning
- › Superior issue troubleshooting and centralized Service Desk
- › Vendor Management (End to End SLA ownership)
- › Support structure with defined Governance model
- › Administration support services including configuration management
- › Asset management and maintenance services.
- › Network Optimization & Audit
- › Network implementation and rollouts
- › Network traffic Identification and resolution
- › Benchmark network performance against established guidelines
- › Manage LAN, WAN Services and Wireless Network Services
- › Standards monitored by SLAs and regular client review meetings
- › Report Generation and documentation

Client Benefit

- › The detail solution matched client's operational and budgetary requirements
- › The scope of Radiant's managed service portfolio united neatly with the client's IT strategy
- › Reduced pressure on internal IT team allowing them to focus on core priorities
- › Reduced incidents through proactive monitoring and maintenance
- › Seamless connectivity between external and internal stakeholders
- › Enhanced network resilience eliminates service downtime for staff
- › Technical support and monitoring from Radiant 24 x 7 x 365 team
- › Good quality documentation, reviews, and checklists