



Transformed application support for a leading US telecom provider

Key Challenges



- Customer faced a complex IT landscape, high incident volumes, and siloed operations
- Hampered application uptime, low user NPS and sub-optimal business agility
- Delayed initial response to application alerts
- Higher escalation rates to engineering teams

Business Solution



- > Full-stack support and infrastructure management to application monitoring and development
- > Ensured 24/7, seamless operations and rapid issue resolution across time zones
- > Tweaked thresholds to reduce noise & bring down false alerts
- > Reduced queries by adding FAQs as suggestions before users could log a ticket
- > Periodic analysis of incident tickets by user impact & application uptime priority

Business Impact



40+

reduction in incident backlog

99.9%

uptime ensuring business continuity & 95%+ CSAT

66%

reduced alerts

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