optanix

DRIVING PERFORMANCE ACROSS GLOBAL CUSTOMER SERVICE INFRASTRUCTURE

LARGE PAYMENT PROCESSING COMPANY CHOOSES OPTANIX

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

CUSTOMER OVERVIEW

This Optanix 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: Optanix 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 Optanix partner set out to replace the incumbent MSP.

WHY OPTANIX

The company ultimately chose an Optanix partner and the Optanix 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 Optanix Platform — which powers Optanix 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 Optanix, the company moved aggressively to replace its existing MSP by setting a hard target for terminating their contract. Optanix 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, Optanix:

- 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 Optanix 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 Optanix 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

Optanix 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, Optanix 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, Optanix

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

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

BUSINESS OUTCOMES CONTINUED

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

On top of providing 24×7 monitoring and managed services, Optanix also provides other value-added services to the company. For example, as part of its support and maintenance processes, Optanix proactively monitors carrier circuits and engages with carriers when there is an issue. By managing operational engagements with carriers, Optanix has improved end-to-end availability and reduced the burden on company resources.

Optanix 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, Optanix 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 Optanix 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 Optanix Platform to identify call center issues, diagnose the root cause and notify Optanix Support Center staff

- The Optanix Platform proactively detects 93% of incidents without the company having to report a service issue

- By correlating events and automatically validating incidents, the Optanix Platform has reduced incident volumes by 99.8% — ensuring that Optanix 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 Optanix Platform dramatically lowers the time and effort needed to resolve call center infrastructure issues

About Optanix
Optanix is the leader in intelligent business service assurance. The Optanix 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 Optanix's managed service offerings.

Optanix, One Penn Plaza, Suite 3310, New York, NY 10119

+1-212-736-6500 info@optanix.com **optanix.com**

optanix