

Tata Communications shares its best practices on service assurance with Tata Teleservices

Tata Teleservices (TTL) was looking for solutions used in the telecom industry to handle network and service operations, deployed in the last 5-6 years to increase resolution speed and improve network surveillance/monitoring. The company was interested in gaining knowledge about any large scale digital transformation initiatives or processes to improve NPS and CSAT of their customers, and needed information regarding innovations or agile developments that can help their team think of possibilities for new technology.

On February 18, 2021, in a best practice sharing session facilitated by Tata Business Excellence Group (TBExG), Tata Communications (TCL) shared their practices around service assurance with TTL. In the session, Naresh Kumar, General Manager, Tata Communications, showcased various tools and processes used by TCL to facilitate faster resolution for customers. The specifics of the impact of these tools on NOC and SOC operations were also covered, along with an overview of their team structure. Various digital transformation initiatives were touched upon, with special focus on the advantages that automation brings on the CLCM process.

Post the session, TTL is now exploring the feasibility of implementing these solutions around automation best practices with a combination of BOT and AI/ML, network inventory (IMS) tool, ticket management, PE automations, FLT and BOT.

Participant Speak

“ The session was an interactive one, where TCL showcased their best practices and the interconnected automation systems that are there in their ecosystem – both built and operational – to deliver world-class customer experiences. Sessions with such real time examples trigger and cross pollinate new thought processes, and thus, besides complementing the implementation of initiatives at TTL, they could also help in reducing the current cycle time. ”

Sheena Joseph, General Manager - Service Assurance - CSO, Tata Teleservices