

NextGen NOC Consulting Services

Deliver a Customer-Centric Predictive NOC



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Today's era of digital services, virtualization and Internet of Things (IoT) has changed the way we work and live. The services used by customers today have gone beyond the legacy telecom domain. The evolving market dynamics have created immense competitive and cost pressure on Communications Service Providers (CSPs), to revisit their priorities to successfully meet the new market demand. As CSPs face a new generation of challenges, they are striving to differentiate themselves from their competitors by delivering world-class customer experiences across their diverse network service portfolios. They need fast, agile, efficient and cost-effective operations centers to optimize network, service quality and customer experience. They must evolve to a next generation Network Operations Center (NOC) to support new technologies and enhance Customer Experience.

At Tech Mahindra, we help CSPs implement a proactive and predictive NOC. Our comprehensive Next-Gen NOC Consulting Services help operators to develop and improve their NOC performance and optimize the transformation expenditure. We use unique on ground research approaches, established methodologies and assessment tools ensuring maximum value to achieve the customer centric NOC. Our experience in network centric tools, frameworks and rich process repository helps in defining the NOC transformation roadmap and enable CSPs to adapt NextGen NOC practices.



Why Build NextGen NOC?

Traditional Network Operations Centre (NOC) based support is proving inadequate as CSPs are unable to manage service performance and customer expectations in an efficient and effective manner. Some of the key challenges faced by CSPs include:



Lack of standardized operations



Decentralized operations across regions



Lack of adequate and Integrated tools



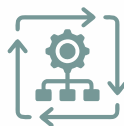
Absence of network inventory



Higher OPEX



Lack of collaboration/coordination across teams



Lack of automation



Low CSAT/NPS



Degraded Network performance



Reactive approach to customer issues



Multiple tools, vendors, and technologies

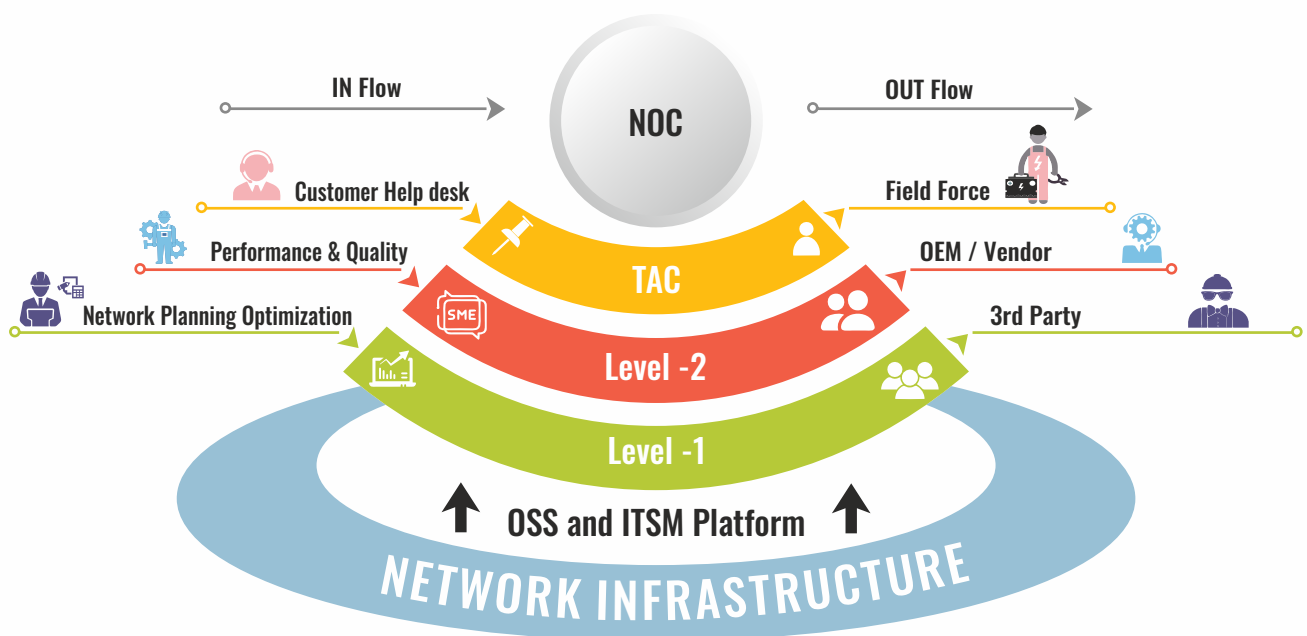


Lack of predictive Issue handling

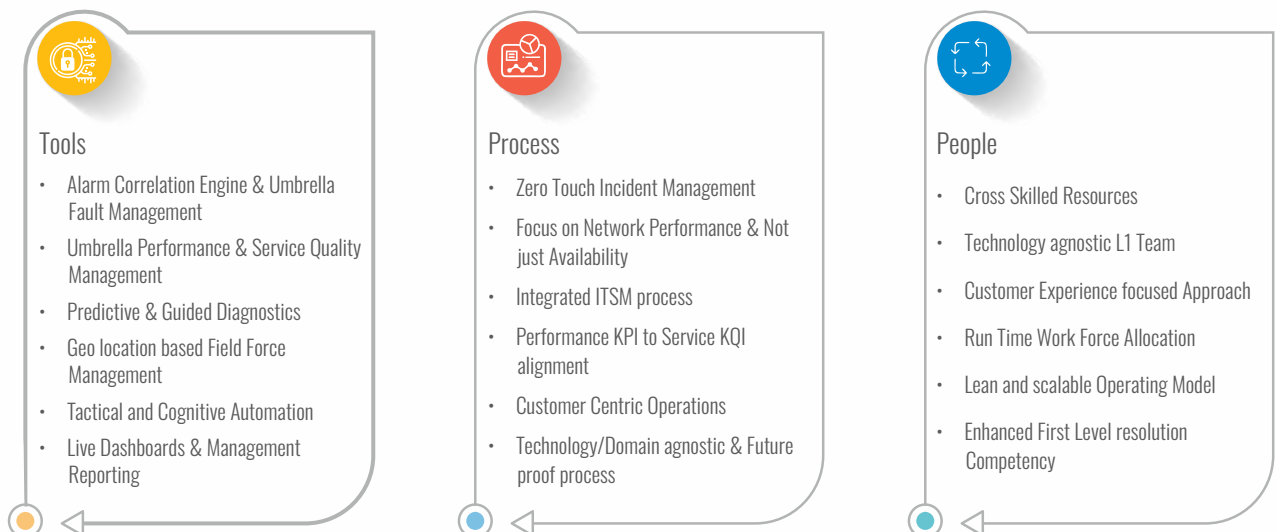
Tech Mahindra's NextGen NOC Model

Our NextGen NOC model is based on over a decade of experience gained by collaborating with CSPs to help them scale up and improve business performance. It offers a modern, modular, highly agile and scalable framework for CSPs to expedite the business needs of today's cost-conscious, agile and competitive telecom environment. It is anchored on cognitive intelligence and automation that benefits the delivery of an improved service and revenue growth, driven by performance optimization and lower operational costs.

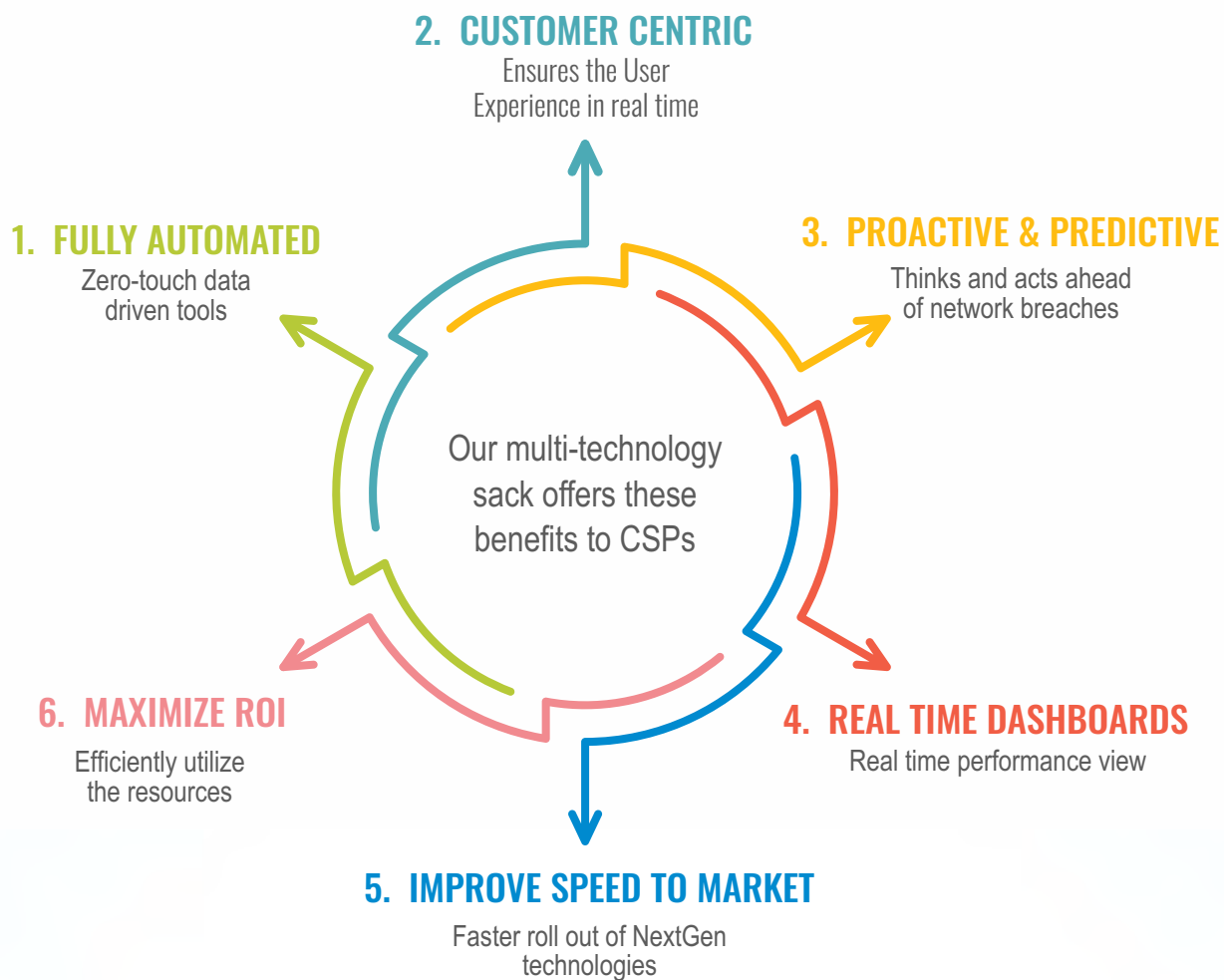
NextGen NOC Operating Model



Consulting across Tools, Process and People aspects of NOC



NextGen NOC Capabilities



Our Consulting Service Offerings

Our NextGen NOC Consulting methodology and comprehensive set of capabilities address the challenges CSPs face in managing Customer Experience, evolving to Network Virtualization and delivering Digital Services. Our consulting service offerings span across the setting up of green field NOC, consolidation of multiple NOCs to a central NOC, implementation of optimized NOC operating model, transition to seamless managed services and subsequently the transformation.

NOC Setup

- Ready to use ITSM Process Framework
- SLA/KPI Definitions across Processes
- Best in class NOC Org structure model
- Tools Implementation
- System Integration



NOC Consolidation & Standardization

- People, Process, System Transition
- Gap Analysis & To-Be Framework
- New NOC Operating Model setup
- Innovative Tactical Automation
- Tools Integration



NOC Audit & Assessment

- Process Benchmarking & Evaluation
- Alignment to ITIL, eTOM & industry best practices
- To-Be Implementation Roadmap
- Tools Evaluation and Standardization
- Tools Audit and Rationalization



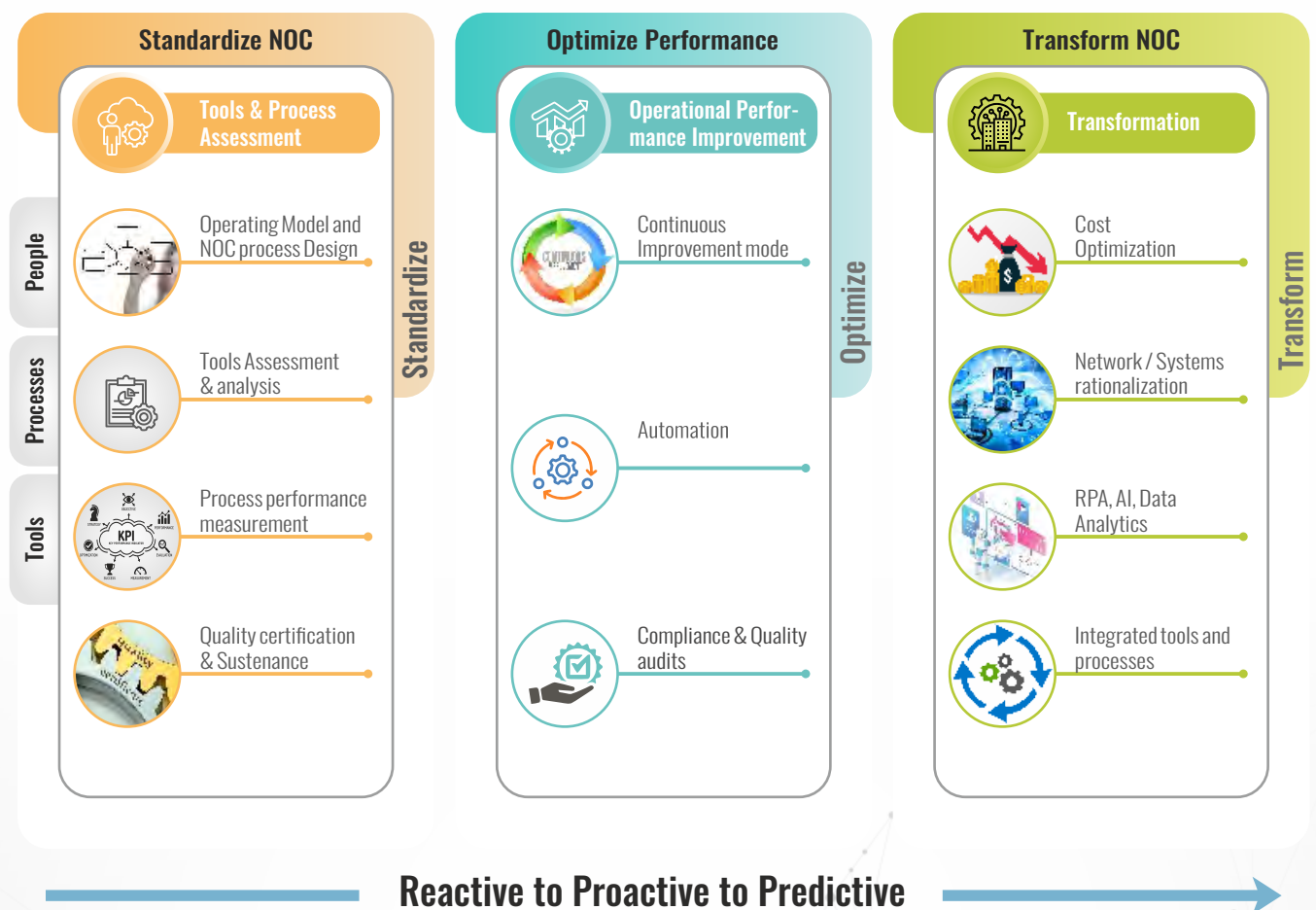
NOC Transition & Transformation

- Transition for Managed Services
- Vendor, Technology & Tools Consolidation
- Transformation to NextGen Technologies
- New-age tools Implementation (AI, ML)
- Zero Touch Cognitive Automation



A Phased Approach for Building a NextGen Operations Center

We follow 3-pronged approach to enable predictive NOC. Our skilled teams' methodical approach ensures timely communication and effective remediation of issues.



How We Make A Difference?

We bring the right experience and understanding of global network operations to help the Telco Operators around the world deploy a NextGen NOC that is customer-centric, agile, efficient and future-proofed against new technologies.



Well experienced team with deep domain expertise

Distinguished Consultants as well as Operations' Experts with deep NOC consulting background having worked for tier 1 Telcos across globe.



Deep understanding of network operations and operating model transformation

Rich experience of developing transformation roadmaps for large number of Telco clients



Pre-existing frameworks and tools

Industry leading Intellectual capital, tools across Network and Operations Transformation & Readiness



Industry recognition

TechM have been rated among leaders in various operational consulting



Rich process repository (ProMaRT)

Pool of best practices processes aligned with eTOM / ITSM, KPI / KQIs across business, network technology and operations health and performance parameters

Global Footprint - Demonstrating Success

Productivity gains and freeing up FTE for strategic assignments	Increased Operational Efficiency	Reduction in OPEX by 25-30%
Delivered enhanced customer experience, >95% Right First Time	ITIL compliance to the tune of >90%,	Significant productivity gains



Tier 1 5G Telco in Japan

- 30-40% MTTR Reduction
- 50% Reduction in Non-Actionable Incidents
- 15% Reduction in Manual Incidents creation
- 50% Improvement in Incident resolution @ L1

Tier 1 Telco in Kenya

- 15% MTTR Reduction
- ~\$1M/Year Cost Benefit
- 15% Reduction in Reactive Incidents
- 15% Improved N/W Change success rate

Tier 1 Telco in UK

- 20% Ticket Rate Reduction
- Improvement in Self Service Resolution
- 400+ People Enablement
- Reduced Cost of Ticket Handling

Need Help Now?

Our NextGen NOC Consulting is the Answer.

Connect With Us at:
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ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 5.2 billion company with 123,400+ professionals across 90 countries, helping 981 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra has been recognized amongst India's 50 best companies to work for in 2020 by the Great Place to Work® Institute. We are part of the USD 21 billion Mahindra Group that employs more than 240,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

ABOUT BE. TECH MAHINDRA CONSULTING

We are the Business Excellence team, Tech Mahindra's consulting unit. We help clients achieve business objectives in the digital era

- We work with clients to develop and implement digital transformation strategies that impact their products and business models
- We help our clients transform their operations and processes in line with this strategy
- We also help them build a key enabler for achieving these objectives: agility and automation in the technology function
- Our program and change management services ensure on-track implementation of the various transformation initiatives

All of these services are underpinned by proven methodologies, frameworks and tools. These are based on design thinking approaches that ensure stakeholder buy-in at each stage. Our clients find our global experience, collaborative approach, and the ownership we bring to ensure outcomes in every one of our engagements, as a key differentiator.

Tech Mahindra



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