

# COVID19 - Virtual Operations Workforce (VOW) solution

Tech Mahindra approach

# Enable smooth, glitch free IT, Network & Infra operations with TechM's Virtual Operations Workforce (VOW) solution






As COVID-19 presents unprecedented challenges, **This is not Business-as-usual...for the world & for Enterprises!**

Telcos' networks are more stretched than before to keep people connected, hence ensuring its availability & performance is a core concern

## OPERATIONAL CHALLENGES

### THE PARADOX ...

#### More load on Network

- **Telcos' COVID-19 Packages**
  - Consumer: Addressing higher usage
    -  **+24%**
    -  **+52%**
    -  **+35%**
  - Business package- Collaborate, connect, secure
    -  **+150%**
    -  **+30%**

#### Reduced resource availability

- Shortage of NOC manpower (L1, L2, L3 resources) because of
  - Partial, complete lock-down
  - Sickness, casualty etc.
- Higher volume of issues reg. network availability, performance
- BCP policies (impacting ops. at both primary & back-up locations)

## SOLUTION

Leverage TechM's cloud based VOW automation solution –



To augment reduced Operations workforce (L1, L2, L3) with auto-L1 operations.  
**Use cases:** Auto-monitoring, triaging, ticket creation, assignment (to L2), ticket closure



For any event driven operations within the customer Org. (Network, DC, IT, Enterprise)



For easy remote operations as its cloud based with simple integrations to client's fault / alarm mgmt., ticket mgmt. systems



Stop gap solution with quick deployment cycle (4 weeks) & no long term commitment

# Salient Features of TechM's Virtual Operations Workforce (VOW) solution

## READINESS



Remote deployment of solution (on Cloud)



Ready to demonstrate & deploy solution



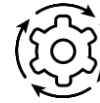
Availability of staff to deliver and maintain

## CREDIBILITY



Reference available (already deployed)

## APPLICABILITY



Can be used for operations of Network, IT, Infra

## BENEFITS



**High performance**  
(Augment >50% L1 efforts with min. impact on operations)



**Cost effective solution**  
(pay-as-you-use; Op-Ex only model)



**Low Risk solution**  
(no direct access to Network, Infra, Zero Risk to B-A-U)



**Better Utilization**  
(Use limited resources in more complex (L2 / L3) operations)



**High reliability**  
(Ensure Zero-miss of any critical P1 incidents)