



*“The InTech team has great technical skills and, even more importantly, their teamwork and customer service are fantastic.”*

Head, Connectivity Services,  
Global Communications  
Company

## Case Study: Maintenance & Management

Improved performance of communications infrastructure across multiple sites in North and South America

### Client

**Global communications company**

### Situation

Operations at the client’s sites in North and South America had uneven performance and long lead times for repairs of voice and data infrastructure. In Latin America, the client had the additional challenge of managing operations within the local language and culture. Processes were inconsistent across the sites and maintenance costs were increasing without a corresponding improvement in performance.

### Solution

InTech assumed responsibility for remote monitoring and managing communications infrastructure and applications at all sites for a fixed monthly cost. This includes 24x7 monitoring from a remote Network Operations Center, providing remote trouble-shooting, dispatch, issue lifecycle management to resolution, root cause analysis and documentation. InTech also goes beyond most managed services companies by providing continuous improvements and consistent client communications. InTech implemented tools to support proactive problem-solving and performs daily system reviews and backups, reports anomalies to client, and holds daily discussions on systems, tickets and issues. The team also provides clear, consistent communications to the client for every stage of dispatch and provides ongoing status via the web. Further, InTech manages and controls costs for all carriers and communications vendors within the twelve-country footprint.

### Results

The client enjoys well-run operations with continued visibility and control that allows them to keep track of what they’re paying for. All sites now enjoy consistent maintenance and management practices, improved productivity and predictable monthly recurring costs with downward trend due to cost efficiencies.

### About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech’s Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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