

Enabled **network transformation**

For one of the North America's
telecom service provider



Customer background

The customer is a diversified North American telecommunication and media company that offers wireless voice, cable television, telephony and data communications services to the locals. And are also known for their business telecom, data networking and IP solutions offered to small, medium and large businesses and the government.

Customer challenges or pain points

While the company was in the phase of improving and transforming their digital capabilities to serve their customers, they were facing challenges in maintaining high uptime, and visibility into network operations. These were due to:

Huge network outages during cloud migration

The customer was in the process of improving its business operations by transitioning its traditional IT infrastructure to cloud. However, in moving large amounts of data to the cloud it faced network outages and availability.

Technical skills gap

Their in-house IT teams had limited skill sets and expertise when it came to handling IT operations and management. This forced them to establish an in-house helpdesk support service.

Poor network visibility

Distributed workloads and IT resources led to complex configurations and poor visibility across the network environment. And this was hindering business growth and innovation.

HCLTech's solution tenets

With a strong business understanding and deep technical expertise, HCLTech approached the customer with its Run, Transform, Consult and Innovate framework. As part of this engagement, it performed various activities, which included:

Data Center (DC) Transformation

With an initial consulting assessment, HCLTech first understood the pain points of the customer. As part of this transformation exercise, it leveraged a phase-wise migration approach of current workloads from the on-premises data center to private and public cloud infrastructure.

Integrated service desk assurance

HCLTech provided L1 and L2 support for provisioning network nodes and call flows and ensured load balancing optimization across next-gen networks. During the engagement, it built more than 100+ tools server for the roll out of new IT infrastructure and monitoring tools.

Intelligent network automation

To eliminate manual tasks while analyzing and resolving issues in real-time and enabling a better network visibility HCLTech implemented the best of breed automation and ML.



Business and operational benefits to customer

- Offered 99.8 percent network availability with quick, flexible and efficient connectivity
- Automated provisioning and branch configuration to reduce overall manual tasks and improve productivity
- Fully integrated multiple network capabilities to automate connectivity for public and private cloud

To know more about HCLTech's Networks capabilities,
please write to us at Contact.NGN@hcl.com