

TATA COMMUNICATIONS GLOBAL NETWORK BACKBONE AND UNIFIED COMMUNICATIONS PROVIDES THE BEST-CONNECTED EXPERIENCE FOR THE LARGEST INTERNATIONAL CRUISE LINE COMPANY

“Tata communications always provides the right resiliency and bandwidth needed to support voice communications and the critical cloud applications for the best-connected experience.”

CHALLENGE

The Largest International Cruise Line wanted to address issues regarding the availability and reliability of its entire network ecosystem. This included connectivity at ports, shipyards, connections across its 23 global offices, and major circuits connecting its data centers in Culpeper and Miami.

As 90% bookings occur through phone, they needed a unified voice solution to handle operations.

SOLUTION

Implementing Tata Communications Global VPN and DIA the Customer can leverage the global network backbone and strategic local partners of Tata Communications. 500 Toll free numbers and a Smart Call Routing functionality assists in handling booking operations and connect to the right agents. This offers the resiliency and bandwidth it needed to support voice communications and critical cloud applications.

RESULTS

Voice and data solutions are running over the network with much quicker response time, which has increased sales productivity. There has been sharp increase in the overall network bandwidth across the company by 73%. The company also saw a Cost reduction of 61% due to Network enhancement. Customer experience has significantly improved due to better call quality and intelligent routing to the right agent within the shortest time period.

SERVICE & SUPPORT

A Dedicated Account Management & Solution Support team, Service Team, Operations & CSM Support team are always available to assist the Customer.

Most importantly, the sales offices have increased their uptime. This was a night and day difference from the previous network provider's service levels.



73% boost in bandwidth



61% Cost reduction



Network uptime of 99.999 %



Smart Call Routing Capabilities