

GLOBAL CONNECTIVITY WITH VOICE COLLABORATION TRANSFORMS A GLOBAL COMMERCIAL AND INDUSTRIAL PROPERTY GROUP IN AUSTRALIA

“Tata Communications has provided us with a stable and scalable connectivity solution with Hybrid WAN. This flexible and global networking solution has smoothened the transition to the cloud. Global SIP enabled voice collaborations has increased our productivity along with significant cost savings to our company.”

Australian Commercial and Industrial Property Group Spokesperson

CHALLENGE

A global commercial and industrial property group in Australia were looking for a cost-effective solution to replace their secondary MPLS links. Along with replacing incumbent cable and wireless, they were on the lookout for a strategic partner with global coverage.

They were also looking to transform their unified communication strategy and PSTN replacement with worldwide coverage.

SOLUTION

Tata Communications Hybrid WAN provides the Customer with global connectivity coverage in US, Europe, Asia and Australia. All the while enabling a smooth Interconnectivity with multiple public clouds by removing network bottlenecks and improving routing efficiency.

Global SIP activated on the existing Hybrid WAN infrastructure enables the replacement of legacy trunking services.

RESULTS

Stable, reliable and SLA based Hybrid WAN has increased uptime of business applications and low number of IT tickets has led to increased productivity in their IT team. The Customer has also benefitted from 50% cost saving in voice calling with only 1 voice ticket in 2.5 years of usage.

Completely managed service has resulted in 20% cost reduction since availing Hybrid WAN. This has also led to 10% improvement in response time to access cloud applications.

SERVICE & SUPPORT

A Local Dedicated support team consisting of Account Manager, Solution Architect, CSM and Program Manager are always available to assist the Customer for any support.

Tata Communications Weekly collaboration with the Customer provides them with Services support, Product support or Improvement plan.



1 voice ticket in 2.5 years of usage



20% Cost reduction from Hybrid WAN



Network Uptime of 99.9 %



50% cost savings on voice calling