

# Success Story



## **Network Management Services for a US Telecom Major**

### **Customer Requirement**

- A committed network management solution to monitor and manage their Enterprise data networking Infrastructure consisting of 1100+ network devices.
- A cost effective provider with scalability to accommodate growth in a very low turnaround time.
- A provider whose remote Infrastructure management services could flawlessly assimilate with their existing environment.
- Specialized skills and capabilities to manage and monitor an enterprise level IT infrastructure. Expertise in managing Cisco enterprise data networks.

### **Xavient's Role**

The client opted for Xavient's dedicated network management services model in late 2006 after sifting through proposals from various vendors.

#### Current Scenario:

- Currently there is a team of dedicated Cisco certified engineers covering data network operations.
- The Network team at Xavient supports 12 hours of operations on a weekday and 24 hours for weekends and US public holidays.
- The Data network team at the client end hands over the operations to Xavient engineers at the end of business hours. Xavient runs the operations for 12 hours during weekdays and 24 hours on weekends and afterwards hands it back at the start of business hours.
- At regular intervals, the Xavient engineers travel onsite to carry out project implementations and to do knowledge transfers.

### **Business Benefits**

- The Infrastructure change management process migrated to off hours leading to increased operational efficiency of all business units during business hours.
- Improvement in operating margins with Xavient's cost-effective services and solutions.
- Round the clock operational coverage of enterprise infrastructure.
- Flexible on-demand staffing solutions with Xavient's onshore/offshore model.

For further information please write to:  
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### **About Xavient:**

Xavient Information Systems, headquartered in Simi Valley, CA is a major provider of global IT and engineering services and solutions focused on the telecommunication industry. Xavient's array of IT services include strategic consulting across product & vendor evaluation, business process re-engineering, outsourcing & off-shoring; product implementation & support; custom solution development and IT professional services. Xavient leverages its proven expertise in Onshore/Offshore delivery models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment support.

**Locations: California | Georgia | Colorado | Washington | NOIDA**

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Simple Solutions**