

Industry: Telecommunications

Country/Region: Middle East

Business Needs: Professional resources and services to support various IT operations

IT Issues: Outsourcing – In house & off shore

CHALLENGE:

Our client needed both on site and off shore services and resources over a few years to support various IT operations. They were looking for ways to reduce costs, improve productivity, and integrate diverse operating systems in order to elevate quality, improve customer service, and create new and improved services.

SOLUTION:

NTG provided its top level resources for on-site support, and delivered off shore services which exceeded the key indicators in our Service Level Agreement (SLA). With our proven expertise in telecom networks and processes, our client was able to stabilize their processes within two months, and improve productivity via stabilized processes.

SERVICES PROVIDED:

NTG was able to support the client via its Outsourcing services and client was more than satisfied with the quality of the talent.

BENEFITS TO THE CUSTOMER:

Our client achieved operational excellence, financial efficiency, and organizational responsiveness. Our client was very pleased with the services provided.