



Tavant Technologies

Alcatel-Lucent boosts communication capabilities for Tavant Technologies

CUSTOMER AT A GLANCE

Tavant Technologies,
Bangalore

www.tavant.com

Industry: IT Services

Number of employees: 700+

CHALLENGES

- To improve communication between employees and with customers.
 - To contain costs and reduce spending.
 - To replace its aging, expensive, difficult-to-use telephone infrastructure.
 - To support more effective collaboration.
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Effective communication is key to success

Tavant Technologies is a global provider of IT services and solutions to companies operating in domains such as service operations, consumer lending, media & entertainment, interactive entertainment, and trading and securities. The company's 'best-shore' approach combines on-site interaction with customers, with development and support expertise from off-shore teams, using robust processes to ensure high-quality results. Tavant Technologies currently has offices in Bangalore and Noida in India, and Chicago and Santa Clara in the US, and employs 700+ employees globally.

Effective communication is key to Tavant Technologies' success. "We need to be able to create teams involving staff working at our various offices and on client sites, and to communicate easily with them as well as customers, so we can support them effectively," explains Sunil V, director of facilities and administration at Tavant Technologies. "That means we need the best in conferencing and collaboration tools, with clear call quality, while being able to keep control on our costs."

Tavant Technologies' previous infrastructure in its two offices in India was based on traditional telephony technologies that were expensive, difficult to manage, and hard to roll out to new employees, and did not provide the range of conferencing facilities the company needed. "Our key requirements for a new telephony system were that it should be convenient for employees and customers

alike, reduce our spend on telephony, and scalable enough to support the rapid growth we're experiencing in the business," says Sunil V.

Proven partnership delivers new solution

Tavant Technologies evaluated a number of vendors and selected ABS India, an Alcatel-Lucent business partner and one of India's leading enterprise communication solution providers, to provide an IP-based telephony infrastructure for its Bangalore and Noida offices. The project builds on a relationship between ABS India and Tavant that stretches back to 2003. "We knew working with ABS India would allow us to benefit from the skills of a systematic and knowledgeable systems integrator, as well as take advantage of the advanced capabilities of Alcatel-Lucent's world-class enterprise switch technology," says Sunil V.

Tavant Technologies has now deployed IP-based telephony to more than 700 employees in India using Alcatel-Lucent's OmniPCX Enterprise and OmniPCX Office solutions. Nodes at each of its two offices support both analog and digital extensions, and provide employees with access to features such as the MeetMe Conference Bridge, which lets them set up and manage conference calls, and Unified Communications, enabling them to access voicemail both directly and through e-mail. Alcatel-Lucent's OmniVista 4760 management software allows the whole solution to be easily managed and provides Tavant Technologies with support for call tracking and billing.



Sunil V says that the services provided by ABS India were key to the success of Tavant Technologies taking advantage of the powerful features in the Alcatel-Lucent technologies. “ABS India really understood us, and our current and future needs when designing the solution,” he says. “They then brought their planning and experience to bear on the rollout, ensuring the deployment went very smoothly by foreseeing and addressing many of the issues we encountered – before they could have an impact on the implementation or our ongoing operations.”

Reduced cost of communication delivered

Now that the Alcatel-Lucent solution is in place, it has allowed Tavant Technologies to both reduce the cost of communications and gain better control over call expenses, in turn allowing it to optimise its use of voice services. Staff have become more productive as a result of being able to more easily and reliably reach colleagues, being able to benefit from features such as the MeetMe Conference Bridge that facilitate closer interactions with colleagues and customers, and being able to enjoy the improved speech quality during calls delivered by Alcatel-Lucent’s VoIP technology. From the perspective of Tavant Technologies’ customers, the Alcatel-Lucent solution allows them to reach their contacts within Tavant more quickly and to collaborate more effectively with them. “All of that helps us in our goal to provide game-changing results for our customers,” says Sunil V.

He concludes, “Against the background of the general trend towards IP-based telephony, we can be confident that – thanks to the Alcatel-Lucent solution and the support provided by ABS India – we have a telephony infrastructure in place that will continue to match our needs as we grow.”

SOLUTION

- Alcatel-Lucent OmniPCX Enterprise Communication Server.
- Alcatel-Lucent OmniPCX Office.
- Alcatel-Lucent OmniVista management solution.

BENEFITS

- Deployed IP-based telephony to more than 700 employees.
- Reduced cost of communications.
- Achieved better control over call expenses.
- Improved productivity of staff as a result of being able to more easily and reliably reach colleagues.

Summary

Improving communication between employees and with customers, while keeping costs down, was a key goal for leading IT services and solutions provider, Tavant Technologies. The company uses a ‘best-shore’ approach to delivery that means creating teams of experts based across its different offices or working on client sites. The company needed to replace its aging telephone infrastructure, based on traditional technologies with a modern solution that would give employees a range of tools to support more effective collaboration.

Thanks to a Voice over Internet Protocol (VoIP) with Unified Communications (UC) solution from Alcatel-Lucent, implemented by Alcatel-Lucent partner ABS India, Tavant Technologies now has a voice infrastructure that will support the company as it grows. Employees are able to more easily and reliably reach colleagues, they can take advantage of features such as the MeetMe Conference Bridge that facilitate closer teamwork, and are enjoying improved speech quality during calls. At the same time, the Alcatel-Lucent solution has reduced the cost of communications and allowed Tavant Technologies to gain better control over call expenses.

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SUNIL V, DIRECTOR OF FACILITIES AND ADMINISTRATION AT TAVANT TECHNOLOGIES

BUSINESS PARTNER INFO

ABS India is Alcatel-Lucent’s dedicated business partner in India, with headquarters in Bangalore and an impressive presence across the subcontinent. The company builds, implements, and maintains some of the most complex next-generation communication networks to enable small, medium, large, and multi-location businesses to exchange voice, data, and multimedia information. www.absindia.net