



◉ **Managed Services for India's Largest Telecom Operator**

The Customer

The client is a world-leading provider of telecommunications equipment and related services to mobile and fixed network operators globally. Over 1,000 networks in 140 countries utilize their network equipment and 40 percent of all mobile calls are made through their systems. It offers a portfolio of telecommunication and data communication systems and services covering a range of technologies. It offers end-to-end solutions for all major mobile communication standards. The client has been associated with the Indian telecommunications industry for almost a century and offers a complete spectrum of telecom solutions in India.

The end customer is India's leading telecommunications provider and the country's largest public-sector firm. It provides local-exchange access and domestic long-distance services through a network of more than 47 million access lines covering most of India. It also offers wireless communications, data and Internet services, as well as business voice and data services. The end customer has chalked out an ambitious plan for providing mobile phone services on GSM as well as CDMA platforms for customers across India.

Business Challenge

The end customer is India's leading telecommunications provider and hence wanted a partner who could provide managed services for the cell sites delivering maximum network uptime. The project was spread across 4 states mainly Punjab, Himachal Pradesh, Rajasthan, and Uttar Pradesh (East) covering more than 1,200 sites. Managed services and up-keep of the network across the widely distributed sites posed a challenge in itself. GTL was also faced with the challenge to support sites with different configuration and maintain third party equipment of multiple vendors with outdated components. GTL had to meet tough Service Level Agreements (SLAs), which were common across the different circles in spite of the different terrain.



India's largest Network Services provider to the world

Solution delivered:

GTL rendered Managed services for the client's 1,200 sites spread across the expanse of North India. Our reliable on-going maintenance ensured 24 x 7 x 365 network availability and ensured that the client's network was continually supported with the necessary spares. GTL's maintenance services encompassed Passive Infrastructure items such as Diesel Generator, Air-conditioners, Power plant and SMPs, Electrical items and structures and civil structures. GTL's Repair and Return service helped manage all hardware repairs or replacement services swiftly to maximize the client's system availability and minimized any potential loss of revenue.

GTL provided total operations and maintenance solutions encompassing

- **Preventive Maintenance:-** GTL provided preventive maintenance that is a combination of all actions in a network to prevent and detect failures early on. It was carried out on a periodic basis for all equipments that composed the client's network.
- **On-call Corrective Maintenance:-** Corrective maintenance restored the functionality of network elements and removed the cause of failures according to service-level agreements. Corrective maintenance activities were initiated either by the Call Management system at the Technical help-desk as a result of an end-user complaint.

Value delivered

- GTL took over the day-to-day network maintenance activities leaving the customer to focus on its core business and customer-facing activities such as sales and marketing, provisioning and customer service.
- GTL's strong local presence and understanding of local network issues allowed it to cash in on the local advantage, which translated to reduced operating costs for the customer due to reduced internal engineering focus on availability issues and fixed support costs.
- GTL reliable operations and maintenance services translated to improved system availability coupled with less downtime and faster replacement of faulty modules for the end customer.

For further information on the case study and other service offerings kindly contact:

gtservices@gtlimited.com



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