



Bespoke support contract answers the call for European telco

Westcon  Comstor

Collaborative support solution reduces contract cost while maintaining SLAs for leading telecommunications service provider

Challenge

A telecommunications service provider was looking to reduce the cost of its vendor support contract covering end customers across more than 80 countries.

This support contract included the management and removal of broken devices (RMA), as well as the installation and configuration of new devices.

Solution

This service provider had already worked with this end customer as its video conferencing partner. Together we designed a unique solution as a replacement for the existing global video conferencing support contract for this specific technology.

Westcon-Comstor designed a support contract with an advanced SLA (24x7), adding the services of engineer to site (ETS BreakFix) and 200 hours of Westcon-Comstor Assist, managed through our SIGMA portal (Service Management Portal) in a 3-year contract.

We also provided the installations at the end customer premises as well as carrying out consultancy work or designing new solutions together with the service provider on the business requirements from the end customer provider.

Result

This bespoke/tailormade solution successfully reduced the cost of the existing contract while maintaining effective support for its customers video conferencing devices.