

Delivering Tier 1 Support for a Leading Network Monitoring Platform with a Response Time of 99.1%

Overview

Our client, a leading global network monitoring platform, required Tier 1 technical support to serve its global customer base across voice and non-voice channels. They partnered with Tech Mahindra to transform their support infrastructure and services. Leveraging our deep domain expertise and global delivery model, we implemented a scalable Tier 1 support framework that maintained customer satisfaction scores above 97%. Our approach enabled faster response times, effective issue containment at Tier 1, and improved lifecycle support for end users.

Client Background and Challenges

Our client is a provider of global network monitoring services. They cater to a worldwide customer base comprising a mix of premier enterprise customers, broad commercial users, and partners and resellers. Their existing technical support services were proving inefficient due to:



Long Wait Times

Delays in initial response led to dissatisfaction and poor user experiences.



Low Resolution Rates

Many unresolved issues or required escalation to higher tiers.



High Escalation Volume

An overburdened escalation process strained internal teams and created service inefficiencies.

Our Approach and Solution

Leveraging over two decades of experience in technical support for both enterprise and consumer segments, Tech Mahindra implemented a tailored Tier 1 support model. Our solution incorporated the following key interventions:



Tier 1 Support Enablement:

Set up a robust support system offering both proactive and reactive assistance through voice and non-voice channels.



Smart Customer Onboarding:

Deployed streamlined onboarding processes covering complete product setup, from installation to usage guidance.



Dedicated Customer Success Management:

Appointed a customer success manager to oversee escalations, facilitate partner enablement, and enhance the overall customer journey.

Business and Community Impact

The transformation initiative delivered significant business outcomes for the client:

- Achieved consistently high customer satisfaction scores across regions.
- Average ticket resolution time reduced to under five days.
- Notable drop in escalation volume, enabling an efficient Tier 1 support layer.

For more information on our Digital TAC Offerings, please write to us at
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About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognizes global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.

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