

Large Payment Processing Company Solidifies its Contact Centers

Optanix drives visibility and performance across global customer service infrastructure

This Optanix customer is a global leader in payment processing technology and solutions, managing over 31 million transactions each day across nearly 150 countries. To support these enormous transaction volumes, the company handles tens of thousands of merchant inquiries every day. It does this through a globally distributed network of more than a dozen contact centers.

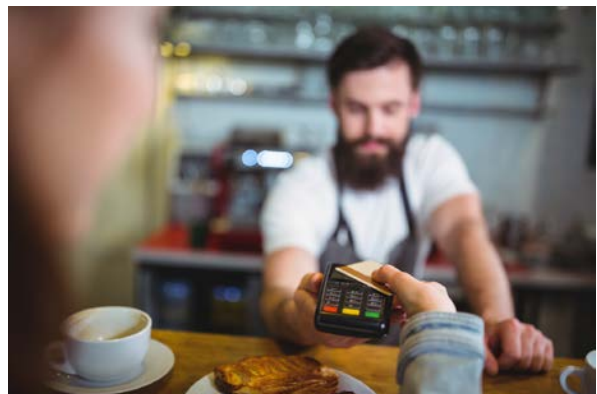
This contact center infrastructure is mission-critical – a vital component of the company's business operations. In addition to powering customer service, it is also the glue that brings together the company's technical operations, sales, research and development into a cohesive customer-facing team.

Previously, the company used another managed service provider to support its call center infrastructure. However, this provider didn't give the company the operational visibility it needed to monitor and manage the availability and performance of its centers. It needed a better solution – one that delivered real-time visibility,

proactively identified issues and drove continuous improvement across its Cisco UCC and UC environment.

Why the Customer Chose an Optanix Partner

The company moved aggressively to replace its existing managed service provider. It chose an Optanix partner and IT Management-as-a-Service (ITMaaS) to ensure operational excellence within its centers. The company's global head of networks had previously used





the Optanix Platform at another major financial institution, and was confident that it would deliver the contact center visibility, availability and performance that the company needed. This included accelerated remediation, holistic dashboards and reports, and unmatched Cisco contact center monitoring and managed service expertise.

How Optanix and its Partner Delivered Success

As part of its plan to modernize how its call centers were managed, the company set a hard target for terminating its existing managed service provider contract. Optanix and its partner committed to an aggressive service activation plan and worked together with the company to make the launch a success. As part of this accelerated plan, Optanix:

- Extended its support processes to create optimal alignment with the company's business operations.
- Fully aligned its services with the SoW that the Optanix partner had with the company.
- Established documented Return Material Authorization (RMA) processes across multiple equipment manufacturers.
- Worked with the company to ensure compliance with strict security standards.
- Deployed the Optanix Platform across multiple sites in a full disaster recovery configuration to ensure mission-critical monitoring and managed services availability.
- Delivered holistic dashboards that give total visibility of call center availability and performance.

Highlights

Customer Overview

- Large payment processing company doing business in 150 countries
- Mission-critical customer service infrastructure
- 5,000 employees around the world
- 10 IT team members have full access to the Optanix Platform
- Environment consisting of Cisco Unified Contact Center (UCC), Customer Voice Portal (CVP), Unified Communications Manager (CUCM), Unified Presence Server (CUPS), Unity Connection, TelePresence, Tiger Pro reporting, Calabrio voice recording and workforce management, Telisca Single Sign On, and Servion IVR

Why Optanix?

- Comprehensive Cisco UC/UCC monitoring and managed services
- Proven Cisco contact center expertise
- Accelerated, proactive remediation
- Holistic dashboards and detailed reports
- Ability to onboard quickly

The Results

- 37 seconds Mean Time to Notify (MTTN)
- 99.8% reduction in incident volumes
- Mean Time to Resolve (MTTR) of 3hrs 44m across all incidents
- 93% proactive incident generation
- 100% platform availability

Additional Value-Added Services

- Carrier Management
- Equipment Vendor Management
- Provider Management
- Problem Management



The Results

Optanix and its partner hit the aggressive service activation date, successfully navigating through security validation, creating customized engagement and escalation processes, and establishing system monitoring access. Today, the Optanix Platform manages more than 3,800 endpoints, along with 28 Cisco UCC servers, 16 UC servers, supporting network infrastructure and numerous other systems and applications. As a result, the company now has best-in-class call center operational management, delivering vastly increased visibility and service responsiveness:

- It takes only **37 seconds on average** for the Optanix Platform to identify call center issues, diagnose the root cause and notify Optanix Support Center staff.
- The Optanix Platform **proactively detects 93% of incidents** without the company having to report a service issue.
- By correlating events and automatically validating incidents, the Optanix Platform has **reduced incident volumes by more than 99%** – ensuring that Optanix Support Center staff spends their time working on real call center issues rather than drowning in noise.
- **Incidents are resolved quickly**, with a Mean Time to Resolve (MTTR) of just 3 hours and 44 minutes.
- The company has also been able to reduce its operational costs, since the Optanix Platform dramatically lowers the time and effort needed to resolve call center infrastructure issues.

Feedback from the company has been consistently positive, with its global head of operations praising Optanix's comprehensive monitoring capabilities, proactive incident remediation, dashboards and reports, and positive interactions with Optanix Support Center staff.



Additional Value-Added Services

In addition to providing 24x7 monitoring and managed services, Optanix also provides other value-added services to the company. These include:

- **Carrier Management:** As part of its support and maintenance processes, Optanix proactively monitors carrier circuits and engages with carriers when there is an issue. By managing operational engagements with carriers, Optanix has improved end-to-end availability and reduced the burden on company resources.





- **Equipment Vendor Management:** Optanix manages the company's operational interfaces with equipment vendors as part of the incident resolution process. This includes engaging vendor support services, as well as managing Return Material Authorization (RMA) processes when returning defective equipment to the manufacturer.
- **Provider Management:** Optanix proactively engages third-party service providers following the platform's identification of an incident on select applications. This service includes logging the incident in the Optanix Platform's event management application, following the customer's process to engage the service provider, and tracking resolution progress per the customer's software and hardware contracts.
- **Problem Management:** Optanix helps the company continuously improve the availability and performance of its call center infrastructure by providing ITIL problem management services. These services identify and resolve repetitive and systemic infrastructure issues, driving down future incident volumes and increasing reliability. For example, Optanix has identified and corrected numerous RAM configuration issues in the company's environment, preventing unnecessary and time-consuming alerts.

About Optanix

Optanix is leading the advancement of predictable IT in today's hyper-competitive digital economy – where predictable service delivery has never been more vital. Optanix offers a patented approach to proactively optimizing the service delivery infrastructure behind critical business services so IT organizations can filter out the noise, focus on what matters, and drive operational success – ensuring the highest levels of reliability, security, and availability. The Optanix Platform accelerates root cause through an average 1,000,000:1 reduction in events, generates a 50% reduction in remediation times, and enables first-time fix rates of over 90%.

Hundreds of customers, including the world's top financial institutions, media and technology companies, and agencies of the federal government, rely on Optanix's proven platform and IT Management-as-a-Service (ITMaaS). The battle-tested Optanix Platform – powered by Advanced Logic Profiles – and suite of accompanying SaaS and ITMaaS services are delivered through industry-leading channel partners, who benefit from our turnkey solutions and extensive IT automation experience.

