

Case Study

Building a sustainable and reliable network service for a media company

HCLTech's solution helped our client gain end-to-end visibility of network performance

5 mins read

A Canadian communications and media company operating primarily in wireless communications, cable television and telephone sought end-to-end visibility into network performance to run operations more efficiently and provide exceptional customer service more effectively. HCLTech leveraged IBM SevOne software to enable more operational transparency and visibility across their multi-vendor network and helped build a reliable network service for their customers.

The Challenge

Network and service outages

Our client faced significant network and service outage challenges, in addition to:

- Lack of visibility to monitor overall network performance and health
- Higher operational costs
- Operational inefficiencies



The Objective

Sustainable and reliable network services

Our client was looking for proactive initiatives to help them build a more sustainable and reliable network service for their customers. The aim was to deliver:

- End-to-end visibility into network performance
- Lower operational costs
- Eliminate operational inefficiencies



The Solution

IBM SevOne

HCLTech helped build a reliable network service.

- Ensured operational transparency using IBM SevOne software
- Enabled the network operations and engineering teams to do data collection, analysis and reporting/visualization on end-to-end network data and metrics
- Facilitated effective network capacity planning



The Impact

Real-time network performance visibility

Our solution provides our client with the following benefits:

- End-to-end visibility of network performance
- Proactive detection of issues with network performance
- Ability to address network issues in time to offer superior customer experiences

