woLken
SERVICE DESK ON DEMAND

OnMobile [NSE:ONMOBILE] is one of the largest white-labeled Data and Value Added Services [VAS] companies for Mobile, Landline and Media Service Providers. OnMobile touches the lives of over 1 billion mobile users across 59 countries every month.

With our diverse product portfolio of Mobile Music, multi-screen Video Gateway and delivery solutions, Phone Backup and Personal Cloud Management solutions, Voice and Video portals, M-Commerce

products and services, we generate 2 – 5% contribution for top customers and top line revenues of over US $800 million for over 92 customers globally. We deliver our products by the best combination of a hosted Cloud with on-site operations at the customer premises or through products deployed in customer networks.

OnMobile has deployed its products on over 2500 servers around the world and the uptime, stability and performance of the products and underlying servers is directly proportional to the revenues and the credibility of the company.

Responding to the faults was not always timely. There was no proper system that allowed support engineers to deal with and fix the bugs and errors. The result was long list of pending issues, revenue losses and general customer dissatisfaction.

CASE STUDY

Customer
OnMobile

Industry
Telecommunications

Deployment
Private Cloud -
India & 59 other countries

Solution
Incident Management &
CMDB

Business Need

To increase responsiveness to incidents & customers through a new, Web-based service desk system while shifting focus to core, value-added initiatives
To manage all business assets integrated with the service desk solution

Solution

A cost-efficient, reliable, multichannel contact center platform designed, implemented and supported by Wolken Software, using a Web-based iServiceHub solution that integrates network monitoring and asset discovery systems

Benefits

Increased productivity; reduced costs and cycle times; improved ability to maintain or gain competitive advantage in a deregulated market¬place; 200 analysts trained to use the system within four months

Responding to customer needs—on demand

OnMobile needed a solution that would enable it to achieve its operational efficiency goals by channelizing the global issues through a single queue based on priority and managing the SLA performance.

The company also needed an experienced solution provider, with the expertise required to help it make the transformation to a new, more efficient operational model while allowing it to focus internal resources on expanding its network and taking new offerings to market.

A business model that focuses on keeping products up & running — and increases competitive advantage

Wolken Software helped OnMobile with a configured implementation of iServiceHub, based on a centralized helpdesk infrastructure that enables engineers to give more attention to delivering timely and high-quality resolutions. The new solution provides the flexibility and adaptability OnMobile needs to quickly adjust its services to meet demand and helps the company compete more effectively in increasingly global competitive market. Service is available 24x7, with the average time to resolve an issue within minutes and within SLA time.

Building a cost-effective, efficient service desk & CMDB system

Wolken Software helped in automating OnMobile's transition to its new business model by implementing iServiceHub and training more than 200 Level 1, Level 2 & Level 3 analysts / engineers — in only two months. On the technical side, OnMobile's business transformation is underpinned by a robust, cross-platform service desk system – iServiceHub - from Wolken Software, customized to meet the company's unique needs. REST APIs integrates the new system with network monitoring systems and asset discovery systems.

The software produces many real time reports and also has dashboard to allow managers to assess the present and the past data.

The system is very configurable and flexible that allows changes like SLA times, new units, new products, new users etc. to be added or edited by an administrator using a graphical user interface.

The system is very easy to use and manages over 20,000 tickets per month and supports over 2200 servers around the world.

Wolken's iServiceHub has, in a short period, become the backbone of the operational support and CMDB process of the company.

Customer Feedback

**Prashanth Shenoy,
Head of Operations,
OnMobile**

Flexibility, quick roll out and cost. These were the key evaluation factors for the Service Desk partner.

iServiceshub "WOW"ed our team on the day of demo – they came back with a live setup on cloud and we had more or less taken a decision by the end of the demo. The Wolken team ensured that the WOW impact did not fizzle out and we launched the GNOC in a matter of 3 months - including interconnect with Zabbix NMS!

They have shown the flexibility to remodel flows to suit to our needs and we are implementing more modules in addition to the basic Service Desk.Going forward, iServiceshub will be the backbone of our global operations spanning 59 countires and a larger number of customers.