

# Transforming the Communication Infrastructure for a Large Security Firm



## The Client

The client is a global leader in the security services domain based out of the US. The client's communication infrastructure was built on Avaya.

## Business Objective

The client's communication systems were unstable and had a high number of incidents resulting in operational disruption. The systems also had a huge backlog of unresolved incidents, which made it even more difficult to ensure on-time resolutions. Consolidation and upgrade of the communication infrastructure was the need of the hour.

## How Mphasis Helped

Mphasis provided a complete suite of services – auditing, consulting, and upgrading the infrastructure (software and hardware) by deploying an ITIL compliance framework.

After the transformation, SLA adherence improved to 95%. The entire transition was completed in 45 days – against the industry standard of 120 days.

## About Mphasis

Mphasis is a global Technology Services and Solutions company specializing in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimized operations for clients.

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