

Revamping Network Operations Support for a Large Manufacturing Company



The Client

The client is a large tire and rubber manufacturing company and has over 80 datacenters across Europe, Asia Pacific, and the Americas.

Business Objective

The client approached Mphasis to improve the quality of its network operations support and to achieve 0% change failure.

How Mphasis Helped

Mphasis customized processes and network design standards to suit the customer's environment and setup a 24/7 multi-vendor support team. A team of subject matter of experts was brought in to the process to help predict and proactively fix network issues.

Mphasis delivered 99.99% change success and also ensured that the team was highly optimized – running at 100% resource utilization, which reduced operational expenses significantly.

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.

For more information, contact: marketinginfo@mphasis.com

USA
 460 Park Avenue South
 Suite #1101
 New York, NY 10016, USA
 Tel.: +1 212 686 6655
 Fax: +1 212 683 1690

USA
 226 Airport Parkway
 San Jose
 California, 95110
 USA

UK
 88 Wood Street
 London EC2V 7RS, UK
 Tel.: +44 20 8528 1000
 Fax: +44 20 8528 1001

INDIA
 Bagmane World Technology Center
 Marathahalli Ring Road
 Doddanakundhi Village
 Mahadevapura
 Bangalore 560 048, India
 Tel.: +91 80 3352 5000
 Fax: +91 80 6695 9942



www.mphasis.com