

The Right Solution, Right Now

A customized, turnkey technical support center that exceeded expectations

Challenge:

A telecommunication OEM wanted to develop a facility that could provide dynamic customer support and evolve in the physical structure and technical function in order to better serve the changing needs of national wireless telecom customers. The company's leadership decided to deploy a multi-carrier Center of Excellence that provided support and education on its next-gen network infrastructure. The client knew any solution would need to exhibit scalability and flexibility to meet increasingly complex technology, unpredictable call volume and issue resolution demands.

Solution:

WorldLink provided business strategy and coordination across a complex organizational matrix. The final end-to-end solution included:

- Sourcing Highly Specialized Technical Talent for 4G LTE and Next Generation Samsung Products
- Customized Technical Support Facility Build-Out
- Talent Recruiting and Onboarding
- Talent Relocation
- Technical Training, including Classroom, Distance and Online
- Learning Management System Design and Build
- Issue Resolution Software Installation
- 24/7 Urgent/Critical Issue Resolution Support
- Network Operations Support with direct communication to carrier NOC
- Placed support engineers at carrier NOC
- Data Center Installation and Integration
- Technology Migration
- Managed Service Level Agreements

Cut 52%

Estimated live to go live

Cut 45%

Estimated cost of solution

Exceeded Customer Expectation

Including SLA

"WorldLink is more than a vendor; they are the partner we trust to help us care for our very best customers."

Vice President,
Customer Service Operations

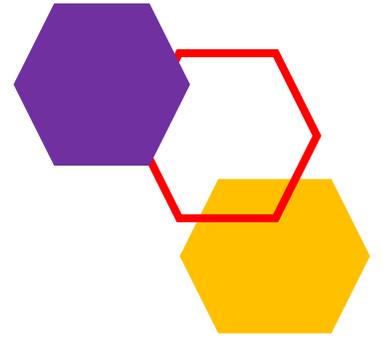
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Here's how we did it.



Delivery Under Time Constraint:

WorldLink stood up the new TAC in under four months. That's almost half the time of other options that were considered by consumer's prior to selecting the WorldLink solution.

Facility Design

The strategic decision to locate the center in close proximity to client's headquarters enabled costs to be reduced significantly. Existing client technical support resources were relocated to join the new staff in Texas in a larger, upgraded, state-of-the-art facility.

Recruiting and Onboarding

The solution called for recruiting high-end technical talent, including brand-new skillsets never before needed. WorldLink proved their expertise for working with new technology. Engineers, managers and trainers were hired and onboarded, and a full training solution was developed to ensure employees could perform at the highest level.

Training

WorldLink developed a learning management system, coursework and a fully operational hands-on technical lab, plus computer-based training for both self-paced and directed learning. An educational program was critical to bring in new hires and develop skills on new technologies. The client technology introduced in the facility was the first of its kind and provided initially to WorldLink. The training lab is maintained to the highest standard with constant upgrades to technology, a live network connection and live equipment. This consistency is made even more complex as a result of needing to work across multiple cultures and languages.

Business Analysis:

WorldLink provided strategic analysis for various options, operational models and cost scenarios to help the client executive team make choices on technology, space planning and real estate, and operations. The analysis was used to build the business case and come to a decision on the final TAC solution that satisfied multiple aspects of the project.

WorldLink launched the new TAC in less than four months.

Collaborating for Enduring Success

A dedicated WorldLink team working on site with the client's project team ensured deep knowledge of business requirements and the ability to work seamlessly across the client's organization. A team of support engineers were also placed at the carrier's NOC to add value to the existing business model. Experienced recruiters were quick to hire talent, train and onboard them with minimal attrition. The on-site training lab and bespoke course development ensures new hires are provided self-paced and remote learning so they can deliver to Tier 1 and Tier 2 performance measures and service level agreements.

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