



Mindtree

A Larsen & Toubro Group Company



Creating a Seamless Service  
Provider Ecosystem for a  
**Global Communications**  
**Platform-as-a-Service provider**



## About the client:

The client is a global CPAAS (Communications Platform-as-a-Service) provider that enables businesses to send text messages to a large number of customers for their business and personal needs. The client provides production support for a CPAAS platform, enabling trillion dollar transactions, and hosting 500 + enterprise customers and 15K telcos.

### Business Needs

- Create a comprehensive view of partners and service providers for enabling business decisions
- Understanding complex and dynamic messaging environment across the globe through multiple operators and partners
- Meeting high expectations and confidence of functional managers
- Overcoming the previous history of poor service quality integrating services across suppliers
- Streamlining peak and holiday season operations, which were not optimized due to lack of integration between suppliers
- Mitigating the penalties and financial losses due to service outages
- Remediating inconsistent customer experience caused due to messages delays or loss
- Optimizing operational efficiencies that require multiple dependencies to resolve a ticket
- Engaging multiple stakeholders globally to appraise of progress, seek necessary attention, and mitigate risks



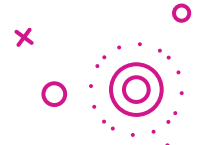
## Solution:

- Adopting a platform-centric approach to multi supplier operations
- Definition of a robust operating model
- Using Always on architecture principles to address service design to improve and deploy new services
- Clear documentation of responsibilities across suppliers
- Continuous training and hands on experience provided to acquire knowledge
- Strong monitoring of KPIs for IT service levels, mapping to Business Process Level agreements
- High quality metrics / volumetric reports created and automated
- Integration of data from multiple suppliers to the centralized delivery platform
- Frequent and structured collaboration with tier-three vendors, AppDev team and SMEs

- Rigorous follow up for closure of issues across suppliers and product vendors
- Strong Mindtree management support and involvement to stabilize operations
- Focus on automating most operational tasks across suppliers
- Addressing issues in quick time, and having strategic and backup plans to run the operations continuously



## Benefits:



Scalable business operations, through faster onboarding of service providers, enabling integration of more than a thousand telco service providers across the globe

Unified view of services to the business - integrating data from suppliers, hence increasing the observability of overall services

25% reduction in major incidents through better collaboration between suppliers and technology services, hence reducing the business impact

Integrated use cases across suppliers for automation and left shift, reducing the number of tickets

Enabling thorough automation through the integration of use cases across suppliers, and subsequent shift left

Real-time response to issues through centralized decision support system, integrating multiple supplier environments

Centralized analytics and single pane of glass view

Unified monitoring of supplier's KPIs, and ensuring alignment of technology services to business services

## About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company that enables enterprises across industries to drive superior competitive advantage, customer experiences and business outcomes by harnessing digital and cloud technologies. A digital transformation partner to approximately 275 of the world's most pioneering enterprises, Mindtree brings extensive domain, technology and consulting expertise to help reimagine business models, accelerate innovation and maximize growth. As a socially and environmentally responsible business, Mindtree is focused on growth as well as sustainability in building long-term stakeholder value. Powered by more than 37,400 talented and entrepreneurial professionals across 24 countries, Mindtree — a Larsen & Toubro Group company — is consistently recognized among the best places to work.

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