

# Client Industry– TELECOM

Telecom company reduced their operation cost and improved operational efficiency by 40%

## SOLUTION OVERVIEW



### Requirement

Managing network devices across 64+ countries proved complex and fragmented for the client. To streamline this, they sought a Single Point of Contact (SPOC) to oversee and manage the entire scope of their device operations globally.



### Solution

With a presence in 165+ countries, Evernex enabled the client to streamline their operations, reducing costs and simplifying device management.



### Services

Third-party maintenance



### Location

Global

## ABOUT THE CLIENT

As a leading digital ecosystem enabler, the customer empowers businesses, cloud providers, and mobile operators with seamless connectivity across the globe.

With one of the most advanced subsea fiber networks, it plays a vital role in supporting the internet backbone, ensuring reliable global connections for enterprises and consumers.



## THE REQUIREMENT





Operating on a global scale, the client had network devices deployed across 64 countries, making infrastructure management increasingly complex. Coordinating operations across multiple regions, languages, and varying requirements was both time-consuming and inefficient.

To simplify this process, the client sought a centralized solution for managing operations, maintenance, and support across all locations. Rather than dealing with multiple service providers, support teams, and regional offices, they needed a Single Point of Contact (SPOC) to oversee the entire scope of their device operations.

## THE SOLUTION

Evernex provided the client with a comprehensive solution to centralize and streamline their global device operations.

### Key Solutions Provided:

-  **Global Support Network**  
Evernex's reach across 165 countries ensured seamless service delivery and operational continuity.
-  **Single Point of Contact (SPOC)**  
The consolidation of maintenance, support, and management under one dedicated contact, reduced complexity.
-  **Cost Optimization**  
By eliminating the need for multiple vendors, Evernex helped the client lower operational expenses.
-  **Enhanced Operational Efficiency**  
Having a single point of contact for maintenance needs streamlined communication, reduced downtime, and ensured consistent service quality across the globe.

## THE OUTCOME

The successful implementation of Evernex's comprehensive solution allowed the client to centralize and streamline their global device operations, significantly reducing complexity and enhancing efficiency.

By leveraging Evernex's global support network across 165 countries, the client achieved seamless service delivery and operational continuity.

### Reduce operational complexity

By centralizing their operations through Evernex's Single Point of Contact, the client simplified the management of devices across multiple countries. This approach reduced the need for various vendors, ensuring consistent support, quicker problem resolution, and a more efficient global operations.

### Cost Effective Solution

The cost-effective solution provided by Evernex compared to existing vendors stemmed from consolidating services into one provider. This eliminated the need for multiple contracts, reduced administrative overhead, and avoided service inconsistencies.



**Working with the Evernex team has been an outstanding experience. Their support has made a huge difference in reducing operational costs, improving efficiency, and optimizing resource use across the board.**