

Leading Brewery Benefits from Avotus' Managed Helpdesk Services

Executive Overview

The customer is one of the largest breweries in Canada and the producer of around 60 domestic and globally popular beer brands with operations across Canada, United States, and parts of Europe. The customer has an elaborate telecom infrastructure for aligning its operations as well as monitoring its business and internal communications. Avotus' Managed Helpdesk Services offering has helped this customer manage their complete communication assets inventory, perform issue resolution and provide a coordination desk via its trouble ticketing system and experienced helpdesk.

Business Need

As the telecom tasks of the enterprise were being handled by different vendors, there was no unified understanding of the issues and functioning of the telecommunication environment. The brewery sought a centralized, single point of contact for its telecom issues, right from dealing with network issues to performing physical asset movement. Therefore, the enterprise sought help from Avotus to manage its communications inventory.

The Solution

Avotus understood that the major issue the customer faced pertained to consolidation of vendors. The large number of vendors made it very difficult for their team to coordinate in case of any issues and significantly increased the turnaround times.

Avotus offered its Managed Helpdesk offering to the customer, which allowed the customer to outsource their helpdesk to Avotus, who were now responsible for providing English and French support. Our experienced personnel manning the helpdesk have the expertise to isolate the issue and accordingly coordinate with the relevant vendor to improve turnaround times. Avotus' trouble ticketing system helps the customer to track the various compliance metrics as well as achieve improvements in issue resolution times.

Avotus Advantages

- Efficient communications inventory management
- Bilingual support
- First-Level support triage
- Significant cost savings



Customer Benefits

- » First-level support triage — The Avotus team was able to interact directly to the required person from the concerned team as it provided first-level support triage to the brewery's telecom environment
- » MAC Request Handling — Avotus' team of skilled professionals responded to the employee inquiries of the brewery, and managed the wireless Move, Add, Change (MAC) requests and repairs by preparing vendor work orders and dispatching them to the vendors off record. This helped the enterprise achieve significant cost savings
- » On-Demand support – 24×7 support, as mandated by the client, with hourly updates for severity 1 & 2 issues, helping them retain control over their business

About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit www.avotus.com.