

## *Leading Financial Services Firm Benefits from Avotus' Managed Helpdesk Services*

### Executive Overview

As one of the large players in the financial services industry, this Canada-based customer is actively involved in the marketing of a range of insurance and warranty products to its client base of more than 6 million. The firm relies significantly on its voice and data communications to keep its 1500+ employees connected to each other and its clients. The firm approached Avotus with a requirement to manage its 5300+ wireless and desk phone assets.

### Business Need

The financial services firm sought a centralized, single point of contact for its telecom issues, which would coordinate between multiple vendors, especially to perform troubleshooting for severity 1 and 2 issues. Avotus was to provide the client with a dedicated team that could ensure 24x7 support for their telecom operations. For this, a trouble ticketing system that could support the end-customer was vital.

### The Solution

Avotus understood that the customer relied heavily on their communications networks to keep their business running smoothly. Due to this, they needed a solution that provided 24x7 support to their communications environment and kept their networks operating flawlessly at all times.

Avotus provided the customer with its Managed Helpdesk Services, which helped the customer get immediate responses to employee enquiries around the clock. Avotus trouble ticketing system helped the customer to track the various compliance metrics as well as achieve improvements in issue resolution times. In addition, Avotus managed their wireless Move, Add, and Change (MAC) requests and repairs by preparing vendor work orders and dispatching them to the vendors off record, thus providing support to the customer in vendor management.

### Avotus Advantages

24x7 support to the communications environment

Trouble-ticketing system that helps track compliance metrics

Centralized, single point of contact for telecom issues



## Customer Benefits

- Prime Backup Model — Avotus is the pioneer and exclusive provider of the Prime Backup Model. Avotus adhered to this model to provide telecommunications support for this financial services firm.
- 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 financial services firm's telecom environment.
- Bilingual Support — Avotus provided the client support in English and French.

## 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](http://www.avotus.com).