

Help Desk Telecom Solutions

Support

CONTEXT


- A B2B telecom operator has entrusted Advancia Téléservices with the supervision of 2,200 Fortinet routers and user support for 500 companies. The mission covers link supervision, opening and tracking tickets on operator tools, as well as Internet, security, and unified telephony support.

KPIs

- Backlog: 0%
- FCR > 85%
- CSAT > 95%
- SLA: > 90%



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OPERATIONAL SCOPE

- Proactive monitoring of routers and operator links (breakdowns, slowdowns, instability)
- Opening and tracking tickets on the operator's ITSM tools
- User support: Internet, network security, unified communications
- Secure access via VPN to the operator's information system
- Technical environment: Fortinet routers, operator ticketing tools

CHALLENGES

- Ensure recovery time complies with GTR
- Provide a single point of contact for enterprise users
- Reduce average resolution time
- Maintain a high level of service quality (QS ≥ 95%)
- Track and prioritize tickets in line with the operator's SLAs

TAILORED APPROACH

- 1 Set up a dedicated team trained in the operator's specific tools
- 2 Deployment of a structured incident handling and escalation process
- 3 Regular reporting of KPIs and continuous adjustments
- 4 Full integration with existing ticketing systems