



CASE STUDY

JERSEY TELECOM

Jersey Telecom is the second largest wireless and wire line services provider in United Kingdom. Jersey Telecom is one of the first network solutions providers who choose to go with the next generation network systems replacing their entire traditional switching gear. While new services and solutions were the growth areas, concerns in the area of being able to provide same level of service and solutions was an issue.

CUSTOMER'S MAIN CONCERNS

- Next Generation Networks – design and manageability concerns.
- Learning curve – ability to staff their operations to manage the new network.
- Building solutions and services along with new operations.
- Ability to manage and maintain the same level of services.

IYKA SERVICES

Iyka was able to bring solutions that would allow Jersey Telecom to manage their network, proactively manage and maintain the same level of service.

- Iyka's iDEA Service Solution platform was used to manage several services.
- NetWatch provided 24x7x365 automated proactive and reactive monitoring.
- NetWatch integrated with data services on iDEA platform was able to provide them real time network performance solutions.
- Provided and managed solutions that allowed operators to manage end-to-end systems.

HOW HAS IYKA SERVICE IMPACTED THEIR BUSINESS?

- Provide better service to their customers without increasing their operational cost.
- Reduced CAPEX by automating solutions.
- Enabled solution to manage and maintain complex network.
- Provided data for complex analysis of network and management services.
- Provided marketing data on customer usage and customer solutions.

CATEGORIES SUPPORTED

Technical & Tech Support, Programming and App Dev., IT security, Network Engineer. Network Admin, Cloud Engineer, System Admin, Project Manager.

ABOUT IYKA

Headquartered in Greater Chicago, Iyka is a multiple national and international award winning strategic data management company. Iyka brings innovative products, Applications Development, and IT staff augmentation services that simplify technology and technology processes to serve commercial, educational, and government clients.

Iyka Enterprises, Inc. (Iyka) is an MBE / WBE / DBE / BEP / WOSB / 8(a) certified business that has served over 100 global public sector and private sector clients since 2000. Iyka holds multiple SLED, Fed, and Commercial professional IT services Master Contracts, IDIQ contracts, and GWACs.

GET STARTED NOW!

To Find Out More About Iyka's Consulting Services Call (630) 372-3900

Or complete the brief contact form: <https://iyka.com/contact-us/>

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