

Internet Service Provider - 4

Support to 120 Virtual ISP's in the UK

This Client has tied up with small and large virtual ISP's in UK and Europe and is extending a value add service to them. This service is provided to ISP's who have a small customer base and cannot provide a full-fledged Customer Support. We currently support 120 Virtual ISP's in UK and Europe with an approximate customer base of 450,000.

Objective

The Objective is to provide Technical Support with no support boundaries. We support every dialer with the ISP; Modem troubleshooting, Email and Browser support.

Target Personnel

Home and Business Users

Achievements

Migrated the project in less than two weeks, currently achieving 98% SLA's.