



# DISYS SPOTLIGHT



Solving Staffing Challenges, System Upgrades With Strategic Solutions

Large telecom companies have enjoyed a stable business environment due to long-term customer contracts churning on a constant basis. But this growth has led to a market that is growing at an amazingly fast pace and current IT needs to be overhauled to sustain the expected service offerings and continued innovation.



## DISYS Knows

- **Upgrades Are Needed to Compete:** Telecom has been frugal in recent years so basic operational structures are floundering. Operations need to be revitalized to prepare for growth
- **Competition Is Evolving:** Whether it is free devices, unlimited data, etc customers expect the absolute best service as their devices are their lifeline to nearly everything
- **Customer Loyalty a Thing of the Past:** Now that most carriers offer comparable speed and offerings, studies have indicated most customers opt out of their contracts when they expire -- and search for a more appealing offer
- **Collected Data Will Only Keep Growing:** As telecom branches out their offerings into digital content, the data collected on the customer base will grow exponentially and it must be stored and interpreted to drive business decisions



## Real World Challenges

- **Implementing Upgrades With Little Downtime:** Telecom is a 24/7, 365 business with enormous consequences if service is degraded or out for any amount of time
- **Getting Actionable Customer Data to Make Timely Decisions:** Valuable customer data can help predict trends and help retail executives prepare for calculated growth
- **Finding Staff With Prerequisite Knowledge In Field:** The race to 5G is taking up a large chunk of time and resources within telecom, leaving critical IT talent gaps on the operations side



## How DISYS Meets These Challenges

- **Staffing**
  - Flexible and cost-effective staff, there as long as needed, addressing client's critical need for knowledgeable teams
  - Training in client-specific processes, without on-premises hassle
  - Client flexibility, allowing for easy conversion to FTE
- **Process Automation Through the DISYS Automation Center of Excellence (ACE)**
  - Eliminating dual data entry tasks by identifying redundancies in current processes
  - Reducing errors by up to 95% by automated rule-based, multi-platform processing & decision-making
  - Increasing process output by connecting disparate systems at the user interface level
  - Streamlining delivery with DISYS' global delivery centers worldwide, accommodating 24/7 delivery and support anytime, anywhere
- **Infrastructure Support Services**
  - Providing repeatable, high-quality delivery through ISO 9001 and 27001 Certification
  - Verification through proof of concept models to make sure solutions will meet needs, enable growth
  - Updating internal systems with little to no downtime, decreasing security vulnerabilities and the need for patchwork upgrades
  - Moving asset efficiently, with real-time status updates via mobile app regardless of move location
- **Cloud Implementation**
  - Featuring low cost, cloud packages, where you only pay for what you use
  - Providing quick, efficient implementation, thanks to long-standing partnership with Amazon Web Services (AWS)
  - Utilizing DISYS' award-winning cloud management platform, Sirro for robust automated cloud management
  - Broadening system insight through user-friendly dashboards, with real time data
  - Supporting all major enterprise applications, allowing for maximum ROI on IT spends
  - Processing big data, while providing analytics to garner reports, to better inform to make critical IT decisions



## Why DISYS

DISYS considers its High Tech practice to be one that delivers innovative solutions to a cutting-edge industry that is constantly evolving. DISYS offers solutions giving clients the necessary tools to drive important business decisions. Whether it's customer-insight dashboards, efficient process automation or meeting critical staffing needs, the DISYS suite of services can help spawn growth and deliver ROI.