



Birlasoft Service Center Solution

Your industry, our focus!

Birlasoft-Service Operation Center Solution

Have you ever reported an issue, and later found that it had been lost or forgotten? Have you contacted a department to discuss an incident, and been transferred between multiple operators, re-stating your reason for calling each time? You don't want your business to suffer from this kind of ineffective process. With the Birlasoft Service Operation Center (SOC) solution you can improve satisfaction through a better, more controlled infrastructure providing your customers with a single point of contact and assured services.

The Birlasoft Solution

Birlasoft's Service Operation Center (SOC) offers you:

- Round the clock monitoring
- Problem detection, resolution, and notification
- The ability to identify, troubleshoot, escalate and document problems within a high-level information infrastructure that includes WAN, LAN, Firewalls, and secondary connections
- Facilitate performance management and configuration backups
- Network statistics, including availability of systems, fault monitoring and management

Methodology

The Birlasoft process and methodology follows four tracks:

Initiation - Following and onsite review to gather all relevant information, Birlasoft identifies connectivity option, along with activities, and support duration. The details are confirmed, and deliverables defined

Transition - At this stage, the scope, support activities, and associated tasks are transitioned to the assigned specialists.

Execution - Support is provided, and all issues and tasks are tracked, recorded, and documented. The pre-defined reporting procedures are put into place

Assessment - Value added services are audited, and the customer satisfaction index is measured with a score card system. Improvement recommendations are provided

Offerings

The Birlasoft SOC collects data from your infrastructure. This included database servers, web servers, mail servers, application servers, routers, switched, and firewalls. The information collated is moved to the SOC, where its is remotely monitored and managed. From here, engagement, reporting, and escalation is managed, and tracked through a customer satisfaction index, a weekly status report, service metrics dashboards, and trend analysis.

This secures a round-the-clock, proactive monitoring of your business infrastructure, for greatly increased business responses and success rates.

Birlasoft Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries.

More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
 - Oracle Configurator
 - Warehouse Management
 - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support

Birlasoft holds
20+ Oracle specializations
and
5 advanced specializations



RESOURCES

oracle@birlasoft.com | birlasoft.com

Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.