

TechTeam: The need for speed

Flexibility and partnership solve global and local communications bottlenecks

With core, satellite and/or client site operations on five continents, IT and Business Process Outsourcing services company TechTeam can truly be said to have a global footprint. By passing tasks between sites in many different time zones, TechTeam uses a “follow the sun” workflow that ensures that work never stops. At the same time, it offers its customers a Single Point of Contact. Managing the flexibility and availability of its international communications, including voice and network, are therefore critical to providing its core services on this 24/7 global basis.



Lasse Hansen, Telecoms Manager, EMEA, TechTeam, first presented this case at the BELTUG X-change on international communications management, 22 June, 2010

CHALLENGES

Increase globalisation and mobility

While the company faces many challenges in providing its multi-lingual, multi-channel, global services, Lasse insists that: “Our greatest challenge remains the speed of deploying new lines. We set up new facilities completely based on customer demand, and we must be up and running immediately.” To support the company, the ICT department has developed a global technology strategy founded on using a standard global platform and leveraging state-of-the-art virtualised technologies. “This allows us to really operate our facilities as ‘integrated global factories’, while delivering lower cost and increased flexibility”, comments Lasse. The company has 7 main contact locations spread across time zones. It then maintains 592 call collection numbers across 60 countries, which are mainly handled via Orange Business Services.

"You need a really good relationship with your carrier; spend the time to ensure they understand your business and expectations. That way, they're more than a vendor: they can come up with real solutions for you"

Lasse Hansen, Telecoms Manager, EMEA, TechTeam



TechTeam Global, first founded in 1979, is now a leading provider of IT Outsourcing and Business Process Outsourcing services to large and medium businesses. Its 3000 employees worldwide provide such services as service desks, technical support, desk-side support, security administration, infrastructure management and related professional services.

TechTeam offers a global delivery platform that includes a follow the sun workflow, global SLAs, global processes and multilingual, single point of contact client service.

SOLUTIONS

Flexibility to reduce global barriers and local bottlenecks

"We introduced IPVPN (MPLS) in 2004. Now, to reduce geographic barriers, we are transitioning to a cloud computing", says Lasse. "We keep moving forward to provide better service for our internal and external clients".

But he recognises that to manage truly global communications, the company's own ICT department cannot do everything. "We've been working with Orange Business Services since 1997. They are very flexible to our needs and find solutions to deal with the local providers, which can be a bottleneck for fast deployment. For example, they pre-purchase batches of local numbers, so we can have them immediately when we need them".

LESSONS LEARNT

Partnership support throughout the organisations

For Lasse, working in a close partnership with a global provider has been critical in managing the company's international communications. "You can't have a single global solution, because you must deal with the local providers. But there are global partners who can help you with this, especially when you take the time and effort to develop a close and long-term partnership".

This partnership must be supported at all levels in both companies, though. "To be able to find solutions to our specific needs, we need both an extended account team and support from the executive level."