CCT

CCT in Practice
CCT delivers centralised, uniform Avaya service management across the globe for multinational travel services company

Overview

Travelport is a broad-based business services company and a leading provider of critical transaction processing solutions to companies operating in the global travel industry.

The company operates in 160 countries, has approximately 5,400 employees and reported 2009 revenues of $2.2 billion.

Travelport is comprised of:

• the global distribution system (GDS) business that includes the Worldspan™ and Galileo™ brands;

• GTA, a leading global, multi-channel provider of hotel and ground services;

• Airline IT Solutions, which hosts mission critical applications and provides business and data analysis solutions for major airlines.

The company also owns approximately 48% of Orbitz Worldwide (NYSE: OWW), a leading global online travel company.

Issues

• Global telephony support was fragmented and decentralised, with localised silo operations leading to an inconsistent approach to fault management and diagnosis

• Service delivery involved multiple supply chains, different pricing models and different points of contact

• Complex, dynamic network required predictable support model – Travelport continuing to expand globally with new offices opening in multiple locations

Solution

• CCT's Global Avaya Support Services – provides high quality 24x7 support and preventative maintenance across 50 locations in >30 countries

Benefits

• Consistent, centralised service, delivered anywhere in the world

• CCT acts as a technology partner providing a highly personalised service that exceeds contractual expectations

• Resident engineering expertise supplements existing in-house technology resources

• Highly responsive service with a worldwide network of experts delivering service consistency, bespoke service reporting and single-currency billing

• Single, dedicated team responsible for fault management and resolution instead of handing off to worldwide regional owners

Travelport

Background

Travelport is one of the travel industry's biggest global brands. Its clients, who include most of the world's leading airlines and travel companies, rely on Travelport systems to provide travel services in order to serve their customers 24 hours a day.

Travelport supports these clients from a network of offices around the world. For global communications between these offices, the company has standardised on an Avaya-based telephony solution.

The company's core communications and secure data centre facilities are hosted from three regional centres:

- Langley (UK), the company's worldwide headquarters;
- Sydney (Australia); and
- Atlanta (US).

Because of the scale of Travelport's multi-national operations, Avaya Global Services (GS) had been selected a number of years ago to provide a global support service. (Note: CCT provided the fulfilment in the UK for this agreement with Avaya GS.) Travelport wanted to receive a single, unified and globally consistent approach to service management, and a support partner that would work closely with them on a day-to-day basis.

With Avaya GS, Travelport found that it had to interface with multiple, regionally-focused Avaya support organisations and felt that no single team was taking a global view of the Travelport network.

In some countries that were not covered by Avaya GS, Travelport still had to interface with local support partners themselves.

Seeking a Global Avaya Partner

With Avaya announcing plans to transition to an indirect business model, the opportunity arose for Travelport to tender once again for an international Avaya support partner. In 2009, Travelport released a tender for a new global Avaya telephony support contract.

According to Tony Sturgeon, Voice Infrastructure and Services Manager for Travelport Technology Operations:

"The proposal from CCT stood out head and shoulders above the rest".

Mr. Sturgeon says: "We were advocates of CCT as a result of the excellent service it had provided in the UK as the fulfilment partner of Avaya GS.

"We wanted to select a support partner that understood the complexities of

service delivery in multiple countries and had the experience of interfacing with Avaya Global Services. And that could unify all of that, allowing us to rationalise our global supply chain and improve the service we deliver to Travelport employees worldwide.

"We wanted a service delivery model built around our specific requirements rather than defined by the suppliers' organisational structure.

"CCT's proposal met our overall needs, they understood us, and offered very good value for money too."

High quality Service Delivery & Contract adherence

CCT won a three-year contract to provide global support for Travelport's Avaya telephony estate across EMEA, Asia and the Americas – currently covering more than 50 locations across 32 countries.

The Avaya network is constantly evolving, with the addition of new sites in new countries and the expansion or consolidation of existing locations.

The CCT service comprises two main categories of Service Level Agreement (SLA): 24 x 7, 365-days-a-year support for major locations; and working-hours support for smaller branch offices.

"We wanted to select a support partner that understood the complexities of service delivery in multiple countries and had the experience of interfacing with Avaya Global Services. And that could unify all of that, allowing us to rationalise our global supply chain and improve the service we deliver to Travelport employees worldwide."

Tony Sturgeon
Global Voice Infrastructure & Services Manager
Travelport Technology Operations

Global Viewpoint

CCT also provides a permanent resident Avaya IP telephony expert who is based alongise the Travelport team in Langley, and a Global Service Account Manager to oversee the delivery of service management worldwide.

Together with an extended team of commercial and technology specialists, CCT has developed an excellent business relationship with Travelport and an end-to-end understanding of their entire Avaya estate.

CCT's Avaya Partner Network

One of the challenges of delivering a truly global support service is the lack of infrastructure to provide essential, on-the-ground support in the more remote locations in Asia and South America.

However, CCT has been transparent about the rigorous and exacting standards it has applied to developing its global support network, often involving Travelport in local partner selection. As a result, CCT has selected and manages a network of partners capable of meeting the same high standards of service that CCT delivers in the UK.

For example, to provide the required SLA to Travelport, there are a number of

Avaya support services – such as Avaya Expert Systems or Advanced Parts Replacement (APR) - that CCT needs to deliver in each country. However, Avaya dictates that these services be procured and delivered locally rather than procuring them as a single, global contract. To overcome this, CCT ensures that in-country partners have procured the necessary services from Avaya to allow it to meet SLA requirements in each country. So if a part needs to be replaced on site in say, Taiwan, CCT ensures the necessary APR contract is in place via the local partner to be able to meet this SLA.

Project Delivery

Where appropriate, for mission critical or high complexity projects around the world, CCT delivers in-country professional services themselves with a proven, trusted team that understands the Travelport estate.

CCT has been working with Travelport to develop the Atlanta location into the third regional telephony hub, serving all Travelport offices in North and South America. Atlanta is critical to Travelport's business because it is where Travelport has located its main data centre which hosts most of the company's data and applications, as well as data traffic for the telephony system.

CCT worked with Travelport to re-architect and upgrade the Avaya network in the US to create a more cost effective, feature rich solution.

Travelport's Technology Operations Group had the go-ahead for the Atlanta project in November 2009 but was given only a very short time to plan for the project. Mr. Sturgeon says:

"CCT did a fantastic job arranging all the quotes and getting everything together, within a very short period of time , and since then has proved to be a highly reliable and professional partner."

As well as delivering a +3000 user Avaya Aura Communication Manager R5.2 network in Atlanta, CCT managed the relocation and integration of existing Avaya Interaction Center and Avaya Interactive Response applications from their previous location in Denver.

Benefits of a Consistent Support Delivery Model

CCT's global support service has transformed the way Travelport supports and manages its worldwide Avaya network and the company has been delighted with the outcome.
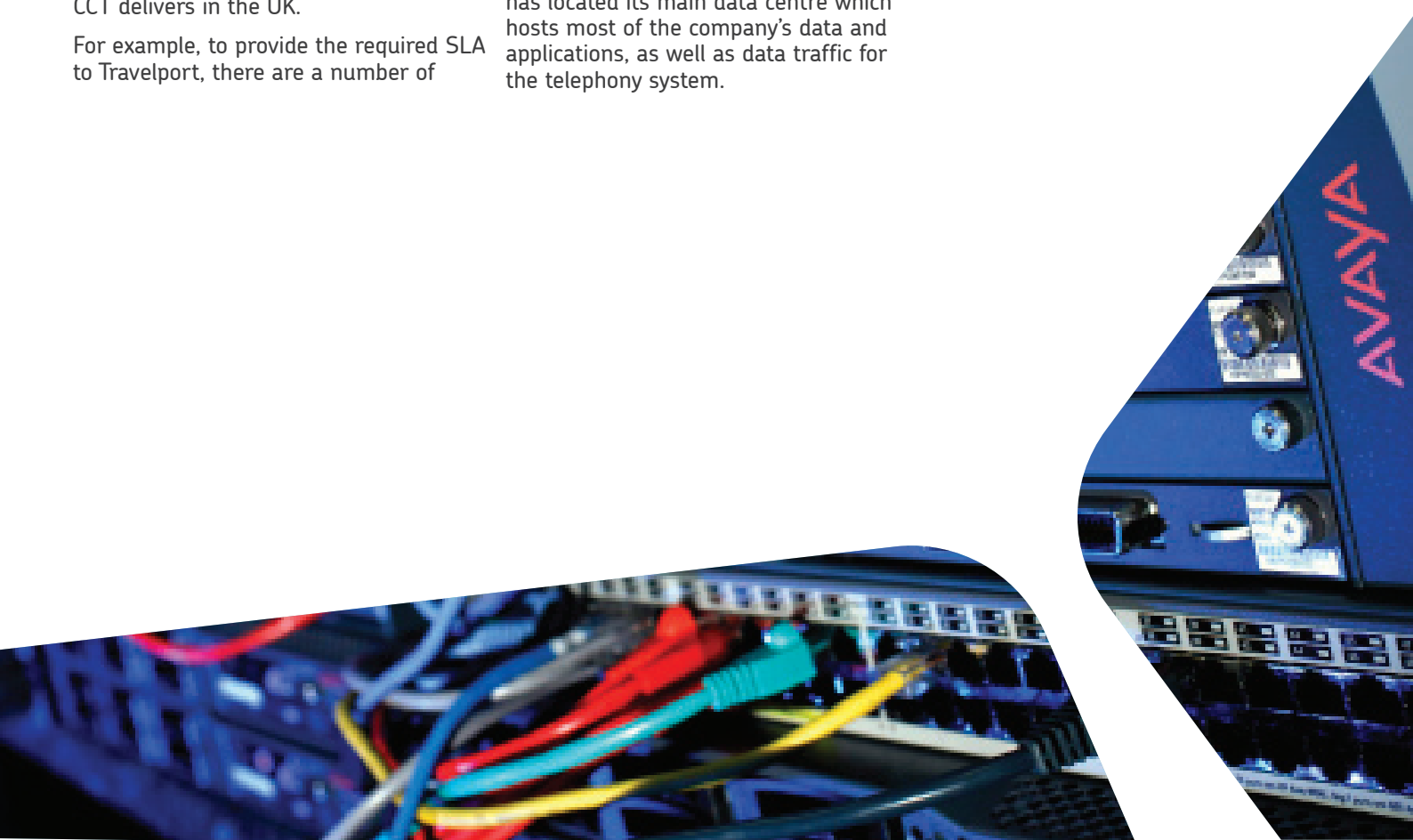
Mr Sturgeon says:

"CCT has extended its EMEA service delivery capability to provide Avaya support on an international scale.

"From the moment that service provision began, CCT has been fantastic. They have gone far beyond what we expected in delivering a global service, and in building strong relationships with local, in-country specialists.

"As a result, we now benefit from a properly unified service delivery model, and the delivery of that service has been nothing short of impressive."

CCT provides Travelport with a single, centralised service that delivers a consistently high level of support, regardless of location.

All communication goes through a single point of contact, incidents are managed and reported consistently, and orders for new equipment are all centralised.

Billing for work anywhere in the world is invoiced centrally, in one currency.

Fault management and SLA performance reporting is provided to suit Travelport's specific requirements.

The global pricing methodology is transparent, allowing Travelport to quickly understand and budget for support costs associated with new locations or site consolidations.

The support contract incorporates a number of specific SLA's. For example, CCT has to respond within two hours if Travelport raises a "P1 ticket", which indicates a major problem impacting people and revenue. CCT has continually out-performed against P1 SLA's and has delivered 100% SLA conformance to date.

As an example of the effectiveness of CCT's support model, Mr. Sturgeon recounts an incident in the United Arab Emirates.

"The telephony in our office in Abu Dhabi developed a fault that couldn't be rectified remotely. CCT was able to get an engineer onsite and working on the problem within three hours of the first call – now that's a very good service."

Another aspect of the CCT service that has impressed Travelport is CCT's willingness to do what is best for Travelport, often going beyond what is contractually required or expected. Mr Sturgeon explains that CCT is always willing and proactive in advising Travelport on ways to improve its network. Travelport consults CCT on any planned network-affecting activities and seeks insights into the possible overall network impact.

"CCT gives us a personalised and proactive service. The team is refreshingly open, and always happy to spend time with us, to listen to our concerns or to explore how ICT can support our wider business objectives.

"When Travelport was drawing up the contract, CCT was prepared to adapt its terms and working practices to match and accommodate our requirements and that flexibility has characterised the service delivered ever since."

To find out how the team at CCT can help to support your global Avaya estate, simply call or email us...

0117 311 5885 or email **info@cctonline.co.uk**