



NextNine

CASE STUDY >>



airwide
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NextNine Enables airwide solutions to Launch Proactive, Efficient Managed Service Support

airwide solutions

airwide solutions is a global provider of mobile infrastructure software that enables mobile messaging, device management and mobile security for more than 70 wireless operators and was the first company to send an SMS message with Vodafone back in 1992. Core airwide solutions products include SMSC, SMS Routers, MMSC, MMS Push, MMS Routers and Gateways for Value-Added-Services (VAS) Management, Mobile Device Management, Handset Fraud Prevention, Anti-Spam and Anti-Spoof solutions.

airwide solutions' challenge

In the hyper-competitive world of telecom, new services are launched every day. As a technology vendor in this market, airwide must deliver new sophisticated applications and features at a very fast pace to customers who also demand higher availability as well as better service and support. With this in mind, airwide solutions wanted to meet its customer's needs but realized that the reactive approach to service and support was affecting efficiency, availability and customer satisfaction. airwide aimed to provide superior service to its customers by shifting to a proactive and automated service with the objective of positively impacting service efficiency, cost savings and customer satisfaction.

To further differentiate itself in this competitive market, airwide solutions wanted to provide its customers with end-to-end managed service support that would include 24x7 monitoring, configuration management and maintenance. By providing such a service, airwide realized it could relieve customer management burden and offer higher system availability around the clock. However, in order to be able to offer this service profitably, airwide was looking for a strong partner who could help in delivering the service quickly and without increasing headcount or service costs. It was also important to meet strict customer Service Level Agreements.

Customer

airwide solutions

Challenges

- Provide managed service support efficiently and cost-effectively
- Maximize system availability
- Meet customer SLAs
- Reduce MTTR
- Increase customer satisfaction
- All this without additional capital investments

Solution

NextNine Service Automation

Results

- Rapidly delivered managed service support
- Prevented customer system downtime
- Reduced MTTR
- Maintained costs and improved efficiency
- Moved to proactive, automated service
- Increased customer satisfaction

Proactive, Efficient Managed Service Support

The Solution - NextNine Service Automation

airwide solutions chose NextNine Service Automation based on test processes that proved the solution's ability to deliver truly proactive, automated service and support. Within a matter of weeks, NextNine Service Automation was customized to meet airwide's specific needs and was deployed at a customer site. airwide was then empowered to proactively monitor, detect and prevent problems.

NextNine Service Automation is installed as an integral part of airwide's messaging solutions and, following airwide's best practices, proactively and continuously monitors all airwide's application units and performs scheduled preventive maintenance to avert downtime. If service levels fall below preset parameters, advanced alerts and self-healing allow airwide to prevent problems from impacting the service, even before customers identify initial symptoms. NextNine's proactive approach ensures that resolution is initiated at a much earlier stage in the problem cycle, resulting in dramatically lower mean time to repair (MTTR) and maximum availability.

NextNine enables airwide to deliver an end-to-end managed service that addresses customer pain points while achieving service differentiation. With NextNine's proactive and automated approach, airwide solutions achieves its SLA requirements. By utilizing NextNine Service Automation, airwide is equipped to provide unparalleled but still profitable, service levels and support coverage.

The Bottom Line

With NextNine Service Automation deployed, airwide is able to profitably deliver end-to-end managed service support. By leveraging NextNine Service Automation, airwide increases system availability and service efficiency without increasing service costs.

"NextNine Service Automation proved its worth as soon as it was deployed. With minimal investment, we were able to improve our service and provide proactive, managed service support. Using NextNine to proactively detect and resolve problems, airwide solutions is continuing to provide the best service and support in the industry."

Fabien Delanaud,
Operations Director, airwide solutions

About NextNine

NextNine, founded in 1998, helps enterprises address complex support challenges by adopting a proactive and automated approach to service and support, maximizing the availability and performance of business-critical systems. NextNine Service Automation, the only solution designed especially for supporting complex business-critical systems, enables technology vendors to proactively and adaptively diagnose, resolve and self-heal problems. NextNine software empowers vendors to increase customer satisfaction by delivering unparalleled service levels and efficiency, all while reducing costs. The NextNine Service Automation Suite has been deployed by global leaders such as Motorola, Comverse, LogicaCMG, Formula Telecom Systems and airwide solutions.



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