

SCS Networks Deploys MAX, Raises Customer Satisfaction

Introduction

SCS Networks is a premier independent network and telecommunications integration leader. It specializes in designing, building and managing mission-critical real-time multi-service communications infrastructure, as well as providing applications to enable seamless integration for its customers.

A subsidiary of Singapore Computer Systems with operations largely in the Asia Pacific, SCS Networks believes in acquiring innovative technologies, creating new services, and forming strategic partnerships to bring value solutions to its customers. Through its regional presence and well-established engineering support infrastructure in managing multi-service communications infrastructure and applications, SCS Networks has built up a wealth of services and offerings to deliver integrated and sophisticated, infrastructure solutions to both enterprise multinational companies and service providers.

SCS Networks provides network consultancy, remote network management, network professional services, network education, video-conferencing facilities, leasing services, network health check, network maintenance and third-party network helpdesk/call center services. Its client base includes financial institutions, statutory boards, government ministries, educational institutions, global multinationals, and service providers.

Rise In Customer Demands

More and more organizations are tapping on IT to ease their operations. While most companies leverage IT for their day-to-day operations, some rely on IT as a channel for revenue as they build their businesses online. Downtime cannot be tolerated, as every minute of downtime translates to money lost.

SCS Networks seeks to deliver a broader portfolio of services to its customers, while ensuring better service delivery and extensive customer support. It relies on a wide range of products to operate its technical support center. While the current line of products adequately caters to customers' needs, SCS Networks is always in search of new products that will allow it to provide premium proactive service to its customers.

"The traditional support services that we provide to our customers are more reactive than proactive. They lack the ability to actively monitor and manage our customers' IT infrastructures. As for most companies, remedy actions are taken only upon receiving the customers' call," said Joe Tan, Assistant Technical Director. "We want to give our customers superior IT services and peace of mind, ensuring that they can rely on our services and their IT downtime is minimized."

Tan also pointed out that more importantly the solution must protect SCS Networks' existing IT investments, and interoperate with its current IT infrastructure. SCS Networks then opted to deploy MAX. MAX's ability to monitor and manage a comprehensive range of IT resources, and the ease with which MAX integrates into SCS Networks' existing infrastructure and applications were the key factors in picking MAX.

Improving Business Processes

"MAX allows us to proactively monitor and measure the performance of our customers' IT resources. We can set threshold levels for the IT resources. If any of the conditions exceeds the pre-set levels, MAX will send out notification alerts to the assigned IT staff by pager, SMS or e-mail, prompting us to take action," said Tan. "More importantly, our customers are provided transparency of their infrastructure. They are fully *in the loop* and are able to access the data on their IT infrastructure anytime and anywhere."

By providing details of each individual IT resource, MAX helps speed up fault resolution. When problems arise, MAX, integrated with SCS Networks' internal systems, allows engineers to zoom in to areas causing the fault, and quickly pinpoint and determine its root cause. Most problems can now be resolved remotely, saving SCS Networks time and money, as engineers no longer have to be dispatched onsite unnecessarily.

Tan added that MAX's ease of installation and Web-based interface helped take the guesswork out of deployment, allowing the company to realize the return of investments on the software almost immediately. "The software was up and running within hours, and we could quickly monitor the devices in our LAN," he said.

Key Benefits

- Higher customer satisfaction levels, as customers' infrastructure setups are monitored and proactively attended to by SCS Networks support staff
- Lower total cost of ownership, as MAX integrates seamlessly with existing systems and applications
- Faster return on investments with MAX up and running hours after it is implemented
- Lower operating cost, as unnecessary onsite services are eliminated



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