

Networking and Telecom

Data, VOIP, Video are transferring the traditional business models and redefining the way business happens in the networking and telecom space.

With change in telecommunications accelerating dramatically, telecom companies are looking for partners who can enhance customer satisfaction, reduce costs and risks, increasing profitability. With years of telecom and data networking project management experience and reputed vendors working for telecom clients, COP has the capacity and capability to run any process that could be outsourced by telecom service providers.

{tab=Network Management System Development}

NMS is widely used in telecom and networking companies. COP's architect and project managers have strong background working in CISCO, Lucent, Nortel, Juniper, Tellabs, AT&T etc. Our NMS team are capable of creating system from scratch, adding new features in existing platform and upgrading current system. Our service includes:

- Collect NMS user requirement and design NMS features
- Coordinate product management and product development
- Architect and implement NMS
- Embedded programming
- Server and database programming
- standalone Java Application and J2EE application development
- Testing, bug fix and product release

{tab=Contact Management}

In today's business world, running a corporate contact center is a difficult task. With equipment costs continuously increasing, recruiting problems and fast-changing technology issues, contact center outsourcing provides many companies the best opportunities for success. Contact center outsourcing can remove these burdens allowing a company time to focus on its core business activities.

provide 24/7 customer service, decrease costs, utilize high quality services at cheaper rates, manage and maintain reports as well as increase market coverage.

Contact center outsourcing is proving to be one of the most successful ways to increase cost effectiveness. Large multinationals illustrate this pattern very well. After outsourcing contact center work to lower cost locations like India, many Fortune 500 companies have improved cost effectiveness by up to 50 percent! In addition they have improved the quality of their customer support and satisfaction.

Today's contact centers demand much greater investments than before, increasing the need for effective contact center outsourcing. A contact center has the infrastructure and management team necessary for a company's entire contact center outsourcing needs. This allows for a company to acquire the capabilities needed currently, without having to pay for what might be needed in the future.

The fast paced world of technology can get the best of anyone. A call center can provide a company with advanced technological solutions and ensure that the technology utilized is continuously developed. Outsourcing contact center services allows a company to acquire precisely the services they require.

Contact center operations require specialized skills – training, administration, systems, technology, sales as well as legal aspects - which companies can get with ease through outsourcing. This is one of the reasons why numerous companies have preferred to outsource their contact center operations to offshore destinations.

Contact centers are also described as "call centers", "customer care centers", "multimedia access centers" and "service bureaus". A multimedia contact center includes Internet web sites and electronic commerce, in addition to phones. A contact center can be one or all of these - a huge telemarketing center, a tele-servicing center, a help desk, a service bureau that uses its large capacity to serve a number of companies, a catalog retailer, a reservation center for airlines or hotels, an e-tailing center, an e-commerce transaction center, or even a fund-raising organization.

{tab=Network Management Maintenance}

Organizations increasingly depend on IT systems for rapid communication with internal staff, with business partners and with customers. The state of your IT system has deep impact on business processes. However, getting the most from your networks requires dedicated resources and expenditures that can distract from the core business focus.

Network Management Outsourcing Services from COP increase your organization's access to the most current network technologies. COP's services can safeguard your organization from technological obsolescence without the typical outlay of capital expenditure. COP leverages the experience of our certified global technical team to offer you a network management outsourcing framework customized to the needs of your business.

Our development team provides expert design and deployment of varied network management systems and accelerates the execution and dependability of network engineering changes. COP engineers proactively monitor your network,

respond to alarms and messages of specific network elements, manage your network capacity, reduce network downtime and enhance overall network performance.

COP offers the following Network Management Outsourcing Services:

- Planning
- Design and Engineering
- Installation and Integration
- Operations and Maintenance.

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