XTGLOBAL

Toll Service Provider Maximizes Operational Efficiency and Customer Satisfaction by Partnering with XTGlobal

About Client

The client is a leading US toll road system provider dedicated to improving regional mobility and reducing traffic congestion. They utilize an in-house toll tag system that is interoperable with other toll departments for advanced customer support and driving experience.

Client Challenge

With vast roadside and back-office business units across the US, the client understands the full potential of their advanced solutions in the tolling industry. To run such a high-functioning network, they require a large workforce to cover every shift of back-end activities like monitoring, ticket generation, seamless functioning of the entire process, timely query resolutions, etc. They required offshore support to streamline various processes and offer round-the-clock availability to their customers.

Business Needs

- Act as a bridge (Tier 1 team) between customers and internal teams of the client to monitor and streamline issues

- Monitor customer issues and assign them to respective internal functions to quicken the resolution process

- Revamp the Toll Operation Customer Centre (TOCC) for the client through daily monitoring and reporting

- Categorize tickets according to priority and assign them to respective teams

- Expedite the ticket resolution process to ensure that all grievances are handled in a timely order

Technology in Focus

ServiceNow Applications, SQL, Oracle Cloud Infrastructure (OCI)

XTGlobal Business Solution

XTGlobal joined hands with the client to provide end-to-end support by providing various types of teams categorized as Tier 1, Tier 2, and Tier 3. Our Tier 1 team took responsibility for this project by collaborating with the client's internal teams to produce several Database Administration scripts and a Standard Operating Procedure (SOP) that addressed the above challenges. XTGlobal experts:

01 Created and managed support tickets from email and TOCC inbox alerts to ensure prompt issue resolution

02 Performed daily monitoring checks and managed dashboards across multiple client projects on platforms like Google Cloud and Oracle GG, quickly identifying and addressing anomalies

03 Categorized tickets into P1 to P5 priority levels, ensuring high-priority (P1) issues were promptly created, assigned, and addressed by the respective teams

04 Collaborated with relevant teams to assign and resolve tickets efficiently, initiating conference calls for urgent issues to ensure rapid resolution

05 Managed approval processes for User Access, Change Requests, and Firewall Requests, ensuring necessary approvals were obtained before task assignment

06 Provided continuous follow-up and support with on-call teams to expedite the resolution of critical issues, ensuring uninterrupted service

07 Delivered support to the onshore team as needed, enhancing overall service delivery and responsiveness

Business Benefits

- Enhanced Incident Management and Resolution Efficiency

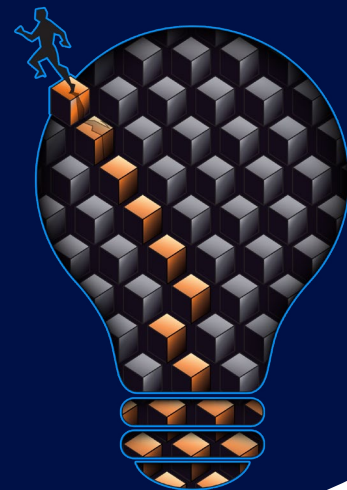- Reduced downtime and operational disruptions

- 24/7 proactive monitoring for continuous system performance and real-time alert handling

- Minimized risk of prolonged outages, enhanced system reliability and availability

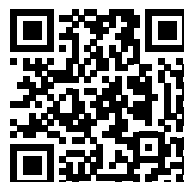- Maintained strict adherence to SOPs and thorough documentation

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