

Case Study for

Efficiency Gains in TAC Operations

Industry

Cybersecurity

Services

TAC

iOPEX delivers 60% + more efficiencies in TAC operations for \$75B+ market cap security & network solutions provider through operational expertise and AI engineering.



iOPEX handles **Enterprise Technical Services** operations for the customer and manages close to 50% of all their global support & end customer interactions from Global Delivery Centers in US, Canada, India, Poland, Philippines etc. This includes L2 - L4, TAM, Expert Support, Engineering Support, Customer Success, Partner Success, Retention, etc. iOPEX handles network administrators, security administrators, IT administrators from enterprises who have invested customer's solutions for their enterprise mission critical infrastructure.



The Client

North America head-quartered, leading provider of platform solutions for Network Security, Cloud Security and Security Operations through multiple product categories.



Business Challenges

The company's TAC (**Technical Assistance Center**) is an extremely critical part of successful adoption of their solutions and resolutions in the event of an issue. While performance of TAC is very satisfactory, company wanted to achieve the following key objectives, to accommodate business growth without linear scaling of TAC operations with no compromise on customer experience:

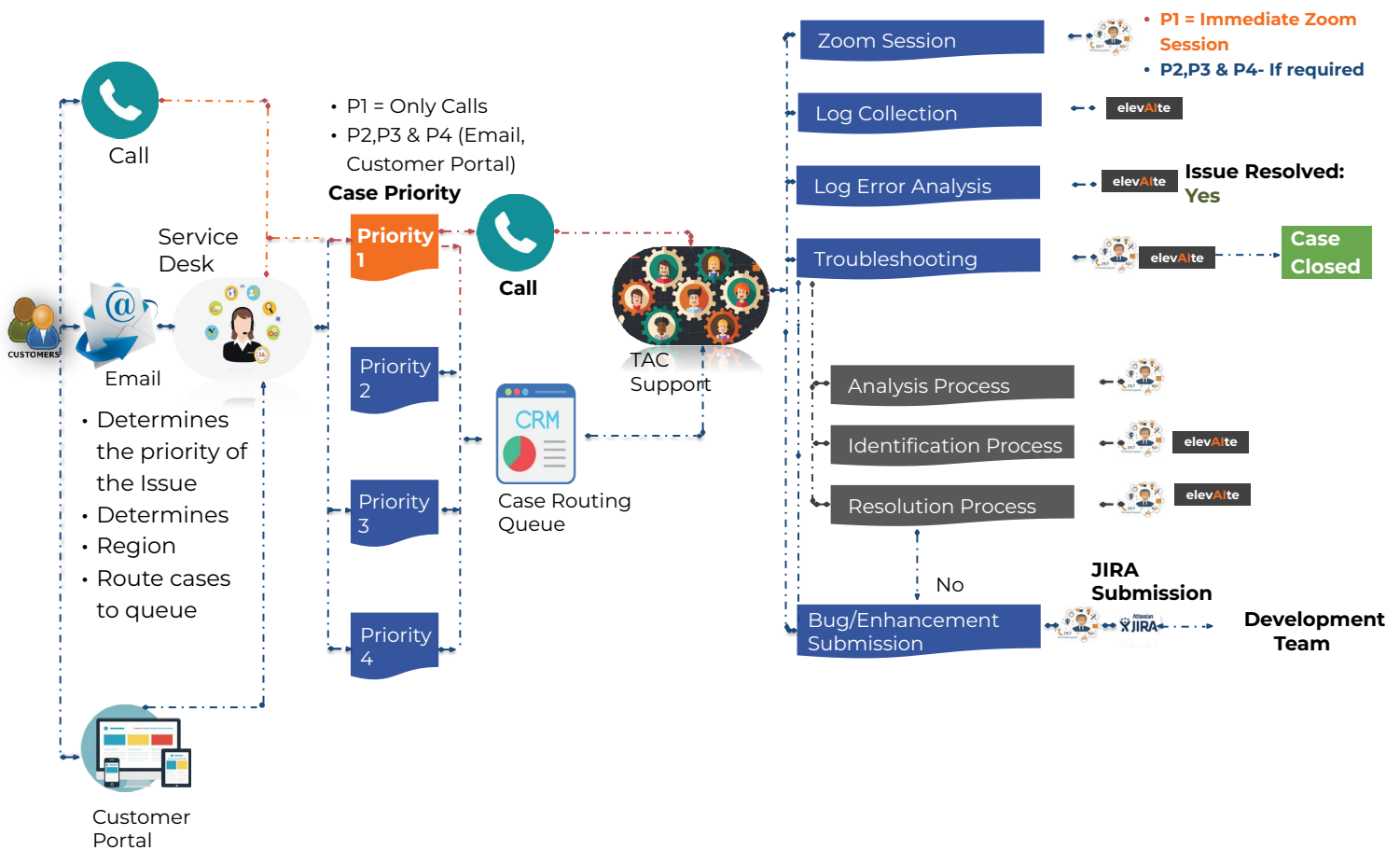
- Increase the efficiency of services in all stages of a case life cycle and reduce the time-to-resolve by 40%.
- Increase the productivity of current investments, in house and in partner ecosystem by 40%.
- Reduce the cost-to-serve, measured per ticket, by 35%.



iOPEX has created a CX Transformation Team dedicated to evaluating the application of AI Engineering solutions, based on the extensive existing process intelligence.

- iOPEX team worked closely with customer’s data transformation team on the case life cycle and identified the areas in which further refinements could be taken.
- Segregated the actions under 3 broad categories of Gen AI - Agent Assistance, Customer Assistance and Product Assistance.
- Analyzed the data sources contributing to each category and took up the Data Governance workflow to create Vector Stores
- With the help of iOPEX’s proprietary Gen AI **elevAite** platform, we have focused on Agent assistance processes, removed the possible inefficiencies in each phase to enable excellence in support performance.
- Created a PoC with desired state KRA to measure & benchmark end status

TAC Operating Model with elevAite





Business Benefits



The project was successfully implemented over 6-month period with careful monitoring for any customer impacts and risks. Following is the summary of results:

Phases	Before Gen AI	After Gen AI (elevAlte)	Improvement
Log Collection Process	2 – 3 days	3 – 4 hrs	75%+
Log Error Analysis	1 – 2 days	2 hrs	75%+
Identification Process	3 – 5 days	2 – 3 days	65%+
Resolution Process	TTR 7 – 15 days with minimum of 5 iterations	TTR 3 – 5 days with about 3 iterations	60%+

91% CSAT increased from 88%.

<3 Days Active case resolution time cut down from 5 days

<9.5% Backlog Aging Index fell sharply from <30%

About iOPEX Technologies

iOPEX is a new-generation digital services provider offering AI Engineering and AI Operations services. We are process innovators focused on extracting the best out of the investments you have already made and enable **“Byte-size” Agile Transformation** to continuously innovate and optimize **“Cost to Book” & “Cost to Serve”**. At iOPEX, we help you realize that golden ratio where your technology and business are in complete synergy, making your company greater than the sum of its parts. Founded in 2009, the demand for our specialized optimization services has helped us grow 60% YoY.

Email: marketing@iopex.com | Phone: +1-510-771-1200 | Website: www.iopex.com

