

# Customer story

## HIGHLIGHTS

Single Point Internet Service Provider (ISP) for hospitals using Viva's Managed Internet Leased Line



## CLIENT

A prominent diagnostic company headquartered in Chennai, operating an extensive network of over 50 locations across Tamil Nadu.

## REQUIREMENT

Their 50+ locations have been increasing by 3% every quarter.

- Each location consists of local broadband connections, and the company wants stable internet connectivity from a single internet service provider (ISP) instead of different ISPs.

## CHALLENGE

The internet connection at the company's branches depended entirely on the location-based internet service providers.

Since they deal with multiple ISPs and Broadband vendors, they faced challenges in coordinating between the IT Team, and frequent downtimes occur.

CLICK FOR PRODUCT INFO

**MORE INFO**



## SOLUTION

### [ Managed Internet Leased Lines ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Managed Internet Leased Lines: Viva offered a managed Internet solution that replaced different ISP connections to a single point ISP service.
- A unified network solution was implemented consolidating multiple ISP connections into a single, centrally managed service, ensuring consistent performance and simplified network management.
- Customised additional features included such as:
  - Internet connectivity to all branches.
  - LTE redundancy as a backup connection for all locations.
  - Ticketing system with trigger notifications sent via communication platforms like (Email, WhatsApp, and Text).
  - Centralised monitoring system for monitoring branch internet links.