

Customer story

HIGHLIGHTS

How is connectivity provided for remote NBFCs using Viva's fully managed broadband solution?



CLIENT

A Non-Banking Financial company providing MSME financial empowerment, especially to the rural people.

REQUIREMENT

The company has 700 locations in Tamil Nadu, and its most important mission is to connect uncovered MSME businesses in rural and semi-rural areas.

- The company wanted reliable Internet connectivity to its locations, particularly to connect their remote and rural branches.
- They were shifting to a digital platform to improve the overall operation and customer management.

CHALLENGE

The current Internet connectivity Infra includes Internet lease lines, Local Broadband, and Dongle/Mobile Hotspots to manage some remote locations.

As a result, the organisation's IT team was struggling to handle the entire network required to run their CCTV and Banking software, resulting in delays and slow business growth.

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SOLUTION

[Enterprise Managed Broadband]

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

The proposed solution included the following components:

- Fully Managed Broadband Solution: A fully managed broadband solution was implemented to provide seamless internet access across all locations, including remote branches.
- This solution enabled the company's IT team to effectively manage internet connectivity through a single vendor, simplifying the process.
- By consolidating their broadband services under one provider, the company reduced escalation times and streamlined issue resolution.

Additional benefits included

- Connectivity to all its outlets.
- Centralised Link Monitoring system.
- Reduced operational costs.
- LTE backup for Redundancy.
- Failover and load balancing.
- Improved Operational Efficiency
- Reduced Downtime
- Faster Issue Resolution