OPERATIONAL ASSURANCE Case Study

The following is an example of where Ellipsiz Communications dedicated staff go beyond the call of duty to aid a customer whose system had failed due to a faulty server over the Christmas holiday period. This customer had let their support contract lapse, but through Ellipsiz proactively resolving the failure this potentially disastrous situation was recovered and turned into a Win Win.

For short term accounting reasons this nationwide Australian operator had let their network monitoring system support contract with Ellipsiz Communication lapse. They knew that this was a risk but thought that it was acceptable.

Of course, one of Murphy's Laws states that "If there is a possibility of several things going wrong, the one that will cause the most damage will be the one to go wrong", and over the busy Christmas/New year period it did.

So with both the customer and Ellipsiz Communications staff on holiday, subscribers hammering the network, help desks overstretched, the monitoring system went down and a call was logged to Ellipsiz Communications.

It would have been very easy for Ellipsiz Communications to politely suggest the customer renew their support contract before we provide assistance.

Instead, Ellipsiz Communications operational assurance staff on duty during this period provided courtesy support and efficiently diagnosed a faulty hard disk then liaised with the server vendor to get it replaced.

The end of the story? No, of course not.

Due to the lack of a support contract no backups had been taken for 6 months and then as the server vendor was replacing the disk the server itself failed too.

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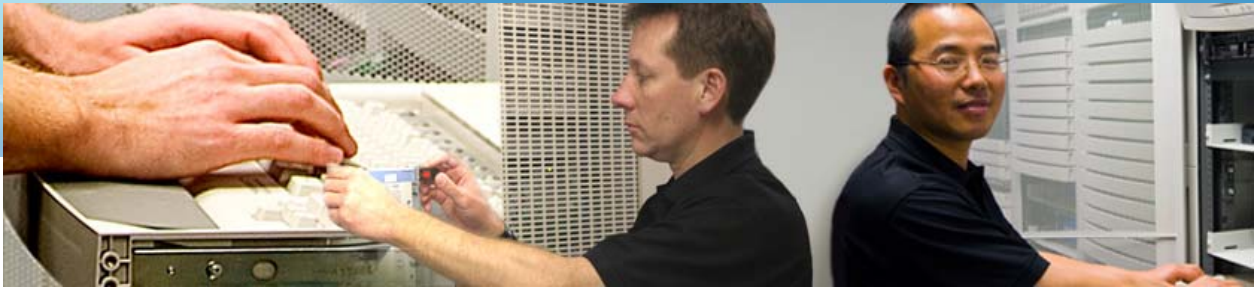
To alleviate the 6 week new server lead time, Ellipsiz Communications lent the customer a server from our test labs and worked with product teams from around the world to rebuild the system from ground zero in just a few of days

This gave the customer valuable visibility of their network again and allowed them to accurately route traffic during the busiest time of year. At a later date and at a time of their choosing Ellipsiz Communications replace the loaned server.

The customer appreciated Ellipsiz Communications dedication and professionalism in order to restore the monitoring system operation within such a challenging timeframe as well as the provision of limited resources during the Christmas shutdown.

This show of good faith also renewed relations between us leading to the renewal of contracts and further work.

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