

**COMPANY : Zealous Services**

**PRODUCT : Internet Leased Line**

**HIGHLIGHT: End-to-End voice and data solutions**



Zealous Services is a company that operates a worldwide network of outsourced services business units, with over 1000 employees in over 3 countries worldwide with their corporate offices in Chennai, India.

Zealous Services has established a reputation as a company that offers exceptional performance and value in all of its Business Process Outsourcing services without sacrificing quality. Their strategically established inbound/outbound approach provides clients with a framework for business processing outsourcing and ensures that the service meets the clients specification with respect to cost. This enables them to focus on core competencies, safe in the knowledge that the IT-enabled processes will be enhanced through the use of state-of-the-art technology, software and processes.

### Challenge

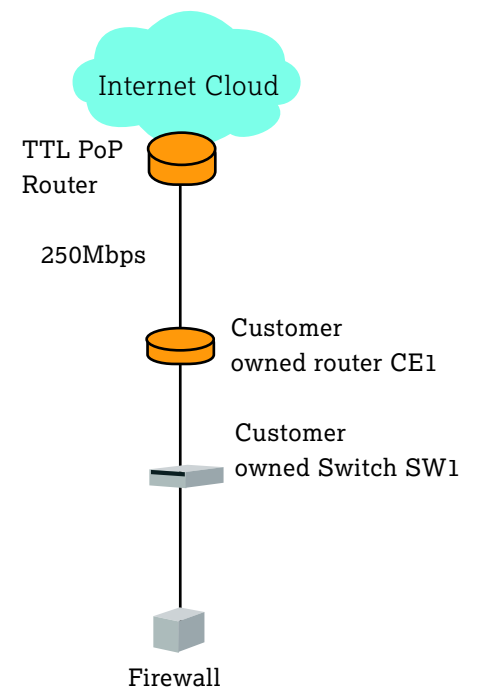
- Unstable Broadband connectivity leading to slow browsing, affecting the quality of the knowledge process.
- Increasing demand for data communication
- Reliable mode of connectivity to global clients
- High availability of Telco resources

### Solution

- Dedicated internet leased line on fibre ring last mile
- Bandwidth upgraded from 100 Mbps to 250 Mbps over 3 years
- Standard service level agreement adherence
- International SIP services, for best quality voice communication, overseas

### Benefits

- Stable internet connectivity
- Quality of knowledge process services to foreign clients improved, with the speed and reliability of the internet circuit
- Dedicated service assurance team



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