



**Customer Background and
Landscape, ITSM Scope**

Leading telecommunications operator

Belgium

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- The customer is a leading telecommunications operator in Belgium and Luxembourg offering mobile telephony, fixed telephony, ADSL networks.
- The customer develops innovative products and services for the residential and the business market.
- Tech Mahindra aligned the delivery of ITSM transformation project to deliver 2 towers in Service Management Excellence as listed below:
 - **Incident Management** (Quick view of User history related to open tickets, previous tickets, etc.)
 - **Change Management** (End to End Change with Forward Schedule of Changes calendar with the help of)
 - **Stakeholder Communications** (Internal as well as External)

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CHALLENGES IN ENVIRONMENT_____

- ✓ Several entry point for creation of incidents / changes / notifications
- ✓ Several domain-specific processes to be centralized on the same platform
- ✓ Low accuracy of CI information spread across multiple sources.

PROGRAM OBJECTIVES_____

- ✓ Improving the NPS
- ✓ Increase the Service quality and Reduction in number of customer cases
- ✓ Efficiency improvement through processes simplification, process standardization and Digitization.
- ✓ Cost Control to improve overall EBITDA and reduce TCO of IT
- ✓ Application consolidation and Obsolescence removal.

Consolidation and Transformation of 15+ business domains into unified ITSM platform

Reduction in wait time by 40% – Designed easy access to IT services through a single platform

Stakeholder Communications to be management centrally through automation

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SOLUTIONS

- BMC Helix ITSM Modules and Smart Reporting
- BMC Digital Workplace
- BMC Discovery & CMDB with Application Modelling of 300+ applications
- Helix Integrations: Email Gateway, SMS Gateway, Site Minder, AD – LDAP, CRM, Hadoop
- Integration methods with legacy tools with Helix platform: ETL, REST based API for incident Portal and Communications Management

BENEFITS

- Unified Reporting Portal for 200+ Operation Teams
- Complete automated Discovery of assets across multiple Data Centers increased visibility and compliance by 20%
- Design of 300+ Application data models ensured automatic Impact Analysis with 500K CI Data records and their relationships across multiple environments (DEV, SIT, UAT, etc.)
- Developed Common Data Model for consolidating CIs from 8+ sources across IT, Network and Enterprise services.
- Through consolidation and standardization, more than 400+ users belonging to legacy applications will be moved to the new central ticketing tool.
- Internal and external stakeholder communication management based on Business Service subscription ensure 100% compliance towards communication agreement.

- 1 **20+**
Major technical partners
- 2 **300+400+**
Users Sites
- 3 **300+**
Business service models
- 4 **20+**
Service Agents
- 5 **100+**
Resolver Group Users
- 6 **15+**
Cloud based Integrations (Future)