

## European Telecom major standardizes its IT Service Management (ITSM)

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### Overview

*Country/ Region: Belgium/ Europe industry: Telecom*

### Customer Profile

*Leading European mobile services provider with more than 4 million customers offering a wide range of high quality products and services to both private and business customers.*

### Business Situation

*Client wanted to have one common application to track service management and maintenance activities for all telecom assets and IT assets for better asset visibility.*

### The Solution

*Implementation of ITSM across organization using Maximo 6 through the Global Delivery Model.*

### The Benefit

*The client's operations were optimized and customer levels improved.*

The client is one of the leading integrated Telecom Service Provider of fixed and mobile telephony, Internet and television in Europe. Client needed a robust Service Management capability based on ITIL guidelines for maintaining vast network of Telecom Assets and IT assets of all its group companies.

## Situation

Client had a highly customized Maximo 5.2 for Service Management for its Telecom Assets as well as IT assets. Due to high customizations, it was difficult for the client to enable existing Maximo 5.2 to enable ITIL based IT Service Management.

## Infosys' Solution

The program has been divided into 3 distinct phases

### Requirement Analysis and Gap Analysis Phase

- Requirement Gathering for Service Management functions like Incident Management, Problem Management, Task Management, Work Management/ Preventive Maintenance of Telecom and IT Assets.
- Requirement Mapping in MXES and identification of gaps.
- Workaround formulation for identified gaps.

### Solution Strategy Definition Phase

- This involved defining solution strategy for implementation of MXES for ITSM, development of more than 12 Interfaces and more than 80 Reports (online reports as well offline reports).
- Re-visiting defined processes for all service management functions for process improvement.
- Identifying best solution for various interfaces.
- Definition of High level implementation strategy.

### Implementation Phase

- Implementation of MXES 6.2.2, build of interfaces and reports which includes detailed design , build, change management, cut-over and rollout.

### Business Benefits

- Implementation of best practices for Service Management in line with ITIL.
- Enabling more than 1000 business users in achieving operational excellence by implementing best process.
- Infosys successfully leveraged product knowledge and technology knowledge to deliver flexible and upgradeable solution which will lead to Total Cost of ownership of the system.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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