



100% availability since upgrade

~1-second avg. login time

1,500+ service requests daily

TELEKOM AUSTRIA GROUP

Telekom Austria Group

INDUSTRY

Telecommunications

CHALLENGE

Transform Operations Support Services (OSS) to support rapid development and delivery of new digital services.

SOLUTION

Remedy OnDemand provides comprehensive service management functionality in the cloud.

PARTNER



Bright Consulting

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

Telekom Austria Group empowers its \$4B business with cloud-enabled digital service management

BUSINESS CHALLENGE

Like telecommunications companies around the globe, Telekom Austria Group (TAG) faces complex challenges due to fierce competition, stringent government regulations, and growing consumer demand for innovative digital services. TAG's portfolio comprises mobile and fixed voice services, broadband internet, multimedia services, data and IT solutions, wholesale, and payment solutions. TAG is redesigning and aligning service management processes for operators in the group and leveraging the power of the cloud to ensure excellence in IT services delivery. TAG operator Mobiltel, a leading telecommunications company in Bulgaria with 39% market share, needed to support faster development and delivery of digital services for its more than 4.2 million customers.

BMC SOLUTION

Working closely with BMC partner Bright Consulting, Mobiltel replaced the on-premises Remedy solution that was hosted for all five TAG operators, implementing Remedy OnDemand version 9 to provide access to the latest Remedy innovations via the cloud.

BUSINESS IMPACT

A single Remedy 9 instance supports five TAG operators, giving them access to the full range of service management functions.

- With 100% availability since the upgrade, Remedy OnDemand is **enabling operators to meet the service management needs of a modern digital enterprise.**
- Mobiltel's 700 support people take in **over 1,500 service requests daily, supporting 4,000 employees.**
- **Average login time of 1.15 seconds ensures fast access** to Remedy for submitting, managing, and closing tickets and requests.
- In the near future, the mobile capabilities of Smart IT and MyIT will **boost accessibility and productivity for both support teams and end users.**

"The schedule was very aggressive. In less than three months, we went live with our implementation, which included complex integrations across ticketing, CRM, and other systems for five operators in five countries," says Milena Docheva, OSS service operations manager, Mobiltel.