A1 Telekom Austria Group empowers its $5B business with cloud-enabled ITSM

“\textit{The schedule was very aggressive. In less than three months, we went live.}”

OSS service operations manager | A1 Bulgaria

Business Challenge

As an international telecommunications company, A1 Telekom Austria Group (A1 TAG) faces complex challenges from fierce competition, stringent government regulations, and growing consumer demand for innovative digital services. A1 TAG’s portfolio includes mobile and fixed voice services, broadband internet, multimedia services, data and IT solutions, wholesale, and payment solutions. In a drive to ensure excellence in IT services delivery, the company is leveraging the cloud to redesign and align its service management processes.

BMC Solution

To support faster development and delivery of digital services to its over 4.2 million customers, A1 TAG operator A1 Bulgaria worked closely with BMC partner Bright Consulting to replace the on-premises Remedy solution that was hosted by all five A1 TAG operators. Remedy OnDemand, now part of BMC Helix ITSM, was implemented to provide access to the latest IT service management (ITSM) innovations via the cloud.
**Business Impact**

A single BMC Helix ITSM instance supports five A1 TAG operators, giving them access to the full range of service management functions.

- With 100 percent availability since the upgrade, BMC Helix ITSM is enabling operators to meet the service management needs of a modern digital enterprise.
- A1 Bulgaria’s support team takes in over 1,500 daily service requests from almost 4,000 employees.
- Average login time of 1.15 seconds ensures fast access for submitting, managing, and closing tickets and requests.
- Mobile capabilities boost accessibility and productivity for support teams and end users.

"Our implementation included complex integrations across ticketing, CRM, and other systems for five operators in five countries."

OSS service operations manager | A1 Bulgaria

Learn more:

- Visit the BMC Helix ITSM web page