Telefónica Colombia Delivers World-Class Service and Reduces IT Infrastructure Costs

“With TrueSight Capacity Optimization, we always have the resources we need to deliver world-class service. At the same time, we avoid unnecessary costs associated with buying capacity before we need it.”

Roberto Puche  
Chief Information Officer (CIO) | Telefónica Colombia

Company Overview

Telefónica Colombia is one of the largest telecommunications operators in Colombia and serves more than 15 million customers. Telefónica Colombia’s IT environment consists of over 1,500 servers and 140 applications that are managed using a mix of public, private, and hybrid clouds. The company’s IT management is focused on digitizing both B2B and B2C processes, accelerating the adoption of digital tools, and creating a culture that advances its digital transformation initiatives.

Exceed Customer Expectations & Deliver World-Class Service

Exceptional customer service is critical to the success of Telefónica Colombia in its highly competitive telecommunications market. To continuously improve their service delivery and ensure that employees can respond effectively to customer inquiries, requests, and issues, the IT team needs to accurately predict capacity needs for all of their traditional and private cloud environments.

The Challenge: Use the Right Resources at the Right Time

Telefónica Colombia’s move to the cloud introduced an unexpected challenge: loss of full control. And without proper timing and visibility into resource usage, the IT team operated in a reactive rather than proactive environment. They needed a proven solution to provide the right capacity at the right time to effectively support customer expectations for extraordinary service quality while also reducing costs.
The Solution: TrueSight Capacity Optimization

Why did Telefónica Colombia choose TrueSight Capacity Optimization?

The IT team uses TrueSight Capacity Optimization correlation models and forecast analysis to determine when additional resources will be needed—enhancing planning and budgeting and reducing capacity-related incidents when infrastructure changes occur.

Here are some notable results of Telefónica Colombia's use of TrueSight Capacity Optimization:

- Zero capacity-related incidents have occurred in the past year.
- Capacity monitoring covers 100% of core services and systems, and IT is positioned to cover 100% of new projects.
- More than 300 recommendations were implemented.

"TrueSight Capacity Optimization is user-friendly, easy to use, and has become our principal source of information to make accurate decisions about IT resource capacity. It's a powerful tool that optimizes and automates much of the work that we did manually before."

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Chief Information Officer (CIO)  |  Telefónica Colombia

For additional information on TrueSight:

- Visit our web page.
- Download the datasheet.
- Download the business benefits summary.