

Stay in control of complex services and support contracts – getting it right with a solution from IS Tools

Customer

A fortune global 500 provider of telecommunication equipment, system integration and related services to mobile and fixed network operators. The company is a world leading, end-to-end telecommunications solution provider to more than 1000 networks in 140 countries – 40% of all mobile telephone calls are made through systems this company sells and supports.

Objective

Fulfillment of complex managed services and support contracts for fixed and mobile telephony networks with sophisticated subscriber services. Alignment of the day-to-day managed services with detailed contract obligations, in a cost efficient and profitable manner. Getting it right, in terms of curbing 'over- or underdelivery', is a vital success factor.

Identified mission critical capabilities:

- Manage and govern complex contracts towards global customers
- Ensure alignment of services – service delivery according to contract
- Sharing of information in a global service organization
- Direct and easy access to contracted service functions, levels and conditions
- Foster generic yet flexible template structures to manage various delivery scopes; warranty management, third party vendor services, services of pay-as-you-grow models and customized contracts.
- Establish service performance monitoring
- Cost effectiveness to develop and improve competitiveness

Solution

The company selected the IS Tools Platform as a Service (PaaS) software system for Cloud Computing and professional services from IS Tools AB to deliver the global information

system for contract management. Key factors in this selection process were an IS solution having the ability to address the multitude of mission critical capabilities and shorten the time-to-productive system.

Features of the IS Tools PaaS based solution:

- Capture and mirror complex contracted services in a single IT based information tool
- Structure and align contracted services and manage the services accordingly
- Global communication vehicle for sharing of relevant, accurate and up-to-date information
- Serve a large and dispersed community of concurrent users through internet connection
- Easy to use facilities for online and live adaptation of structure and process logic to manage change.
- Flexible and powerful reporting from on-the-fly and drill-down functions to aggregation facilities for overview

Managing contracts this way will not only save the company money, but also generate additional sales

Manager

Benefits:

The use of the IS Tools Cloud based Platform as a Service application delivered substantial end-value benefits in terms of:

- improved management of complex services and support contracts for streamlining of the delivery value chain
- a vehicle for global sharing of experiences and continuous enhancement of 'best practice'
- increased productivity
- significantly improved management of cost
- improved quality in fulfillment of delivery
- generating add-on sales opportunities

We will always deliver according to contracts and avoid penalties due to underdelivery

Senior Manager





The Story

The customer, one of the telecom industry's largest global players, combines resources to cater to the needs of mobile and fixed telecom operators. With worldwide operations (>140 countries), the company employs more than 60000 people. Its heritage begins in the late 19th century as a pioneer in the field of telecommunication.

Industry conditions are pushing strongly towards market consolidation and ever increasing competitiveness in all offered products and services. The operational activities need constant improvements in order to meet or exceed delivery fulfillment to a demanding customer segment. Business process outsourcing (BPO) of managed and support services for part or the full range of the network operation is becoming commonplace in the industry. These contracts are large and complex undertakings in all aspects.

The customer uses a business application configured and deployed on the IS Tools Cloud based Platform as a Service system to capture, mirror and align the contract structure and concept with relevant service functions in order to pro-actively manage and control the process. Information input

is delegated to involved parties for an efficient and effective information flow. All users work through web browsing and can be geographically dispersed.

A relevant, accurate and current reporting function, with easy to use on-the-fly and drill-down facilities, provides for effective follow up and control.

All critical aspects of the contracted obligations were easily and quickly set up, together with appropriate relationships. These aspects and relationships can easily be maintained (e.g. extended or amended) at any time while the system is live with active users. Our customer has deployments of the IS Tools PaaS based contract management information system in a majority of their country regions, serving almost 1000 contracts, and is extending its use to all units on a global basis.

The IS Tools Platform as a Service system for a Cloud Computing based solution addressed and delivered the critical capabilities required and became a cornerstone in making contract management a success.

Shortens time-to-productive system

The Product

IS Tools is the ultimate Java based Cloud Computing Platform as a Service (PaaS) engine and software tool for corporate and enterprise use.

Capability highlights:

- PaaS engine for delivering on-demand applications
- Provides a ready and easy to use point and click framework for modeling and configuring a complete IS application with:
 - set-up of structures, rules and logical aspects
 - management of complex access rights for internal and external users
- Dynamic adaptation in real-time while users are online
- Web access and browser based
- Scalable to accommodate for large operations and concurrent usage
- Multilingual support
- Proven
 - supports a wide range of business critical processes 24/7/365
 - 30000 corporate users in more than 40 countries

The Company

IS Tools AB provides the foremost adaptive information system tool and Cloud Computing Platform as a Service engine mirroring and supporting your business processes.

We deliver:

- a cost effective, proven, powerful and flexible PaaS product solution with associated professional services
- an information system and solution aligned with your business processes and not the other way around

The provider of the adaptive IS solution for

- sustainable competitive advantage
- operational excellence