

Driving digital-led transformation for a global telecommunication giant



Objectives



Provide end-to-end application, digital foundation, and digital workplace services, to enable a digital transformation of the organization's IT technology landscape and become the critical digital partner

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Digital transformation of the existing technology landscape and ways of working with optimal future technology and service delivery that will help the company sustain beyond 2025



Client description



The client is a Stockholm headquartered multinational networking and telecommunications company, offering services for telecommunications operators, including traditional telecommunications and Internet Protocol (IP) networking equipment, mobile and fixed broadband, operations and business support services, and an extensive services operation.

Business challenges

-  Move from traditional SLAs to experience-centric KPIs, product orientation, and end-to-end SLAs
-  Drive an end user-centric organization that enables faster issue resolution and improved user satisfaction
-  Drive digital transformation through a well-defined DevSecOps roadmap
-  Disparate view of Marketo application, infrastructure, and no integrated delivery model which can deliver end-to-end SLAs and outcomes
-  Automate marketing and analytics for optimized cost, better business value, better decisions, and tasks automation



Our solution

Integrated operating model-

Operating model integration driving synergized solutions for cloud and DevSecOps adoption

AIOps-driven full-stack automation-

Full-stack automation approach from applications to infra layers

Flexible commercial construct-

A risk-sharing, skin in the game model through an outcome-driven pricing construct



Cloud migration- Clear roadmap to enable company's objective of 80% cloud adoption

Sustained DevSecOps adoption-

Well-defined approach to DevSecOps adoption, leveraging HCL's FENIX framework model that optimizes run while enabling teams to focus on innovation

Marketo integration-

Program and asset creation, new launch point tools, CRM integration, webhook, and custom API integration

Business impact

42% + ticket impact expected in 3 years for applications

70% non-ticketed effort impact

30-40% improvement anticipated in speed and quality of deliverables through the adoption of DevSecOps

Reduction in the average cycle time from **72 days to 45 days**

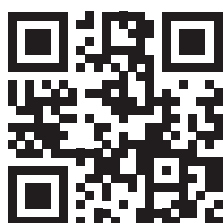
Improvement in lead conversion rate, retention, customer loyalty, and ROI value



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