

# Digitizing a telco's technology system through maximized automation in the cloud

HCLTech helps accelerate IT infrastructure and workloads for a top Canadian telecommunication conglomerate

A leading Canadian communications and media company needed to upgrade its monolithic architecture and automate its operational support systems. Faced with rising operational costs and technological debts in its existing environment, the telco sought to digitize and streamline its technological ecosystem and enhance its customer-centric experience.

With years of deep-domain experience and impressive credentials in achieving quantifiable business outcomes, HCLTech helped the client to reduce their technological gaps across the IT administration. Knowing our reputation as a global technology company that enables enterprises to digitally transform their businesses, the telco partnered with HCLTech through a long-term contract. HCLTech helped the client by transforming their digital landscape with end-to-end system automation solutions, operational stability and consistent service availability that reduced costs and major incidents.



## The Challenge:

To meet the changing customer requirements and stay ahead of the competition

The client required next-gen technologies to meet changing consumer requirements and stay ahead of the competition. The following factors hindered their ability to realize their goals:

- Existing solutions were inadequate, as they offered very little visibility of the environment
- End consumers received unpredictable service, which negatively impacted the client's reputation
- ROI could not be optimized due to the rising process deployment costs
- There were a significant number of major incidents leading to high-resolution time
- Addressing the security and compliance issues with respect to rapidly changing cyber domain regulations was an increasing challenge

## The Objective:

To enhance operational stability, provide consistent availability and bring transparency and understanding to their IT systems

The client wanted to transform their data centers by moving to next-gen technologies (cloud/hybrid cloud) and improve their customer satisfaction index (CSI). HCLTech was onboarded as a managed service provider to transition services and migrate the client's

data centers. The aim was to scale the client's IT infrastructure and workloads to private and public clouds to support enterprise operations. The goal was to fully automate the environment to achieve greater visibility and stability.



## The Solution:

A modernized infrastructure to obtain stability and technical debt reduction

HCLTech first conducted a thorough survey of the client's legacy architecture and operating systems while collaborating with all stakeholders in the client's business and technology ecosystem. HCLTech identified various risks and pain points in the environment including but not limited to architecture, currency and patching levels.

Next, the focus was aligned to invest in cutting-edge AI and ML to enable best practices for driving automation and harnessing the power of next-gen digital technologies. HCLTech enhanced the client's global operations center and platforms to improve the SLA.

The solution included:

- Introducing automation and industry best practices to stabilize the environment, reduce technical debt and enable predictable operations through integrated monitoring with auto-ticketing and self-healing
- Partnering with the client to maintain reliability and security through remote support and ensure stable operations. The extended support helped the client save 27 percent of OPEX
- Modernizing the existing infrastructure, patching vital billing applications
- Supporting the client's cloud and modernization initiatives by assisting in migrating the mainframe and upholding Oracle currency programs

These initiatives helped the client to:



Transition to a better cost structure



Bring transparency and clarity into the system by introducing services like the ServiceNow ITSM tool



Remove technical debt by upgrading the CSI and implementing Citrix.



Upgrade to a modernized data center



Physically move more than 2,000 servers



Add new automation capabilities through tools such as ITPAM

## The impact:

### Operational stability and consistent availability

The strategic partnership with HCLTech resulted in a host of operational and business benefits for the client:

- The major incident count was significantly reduced by 89.8 percent which was later reduced to 95 percent for in-scope services
- Reduced mean time to restore from a major incident by 59 percent
- The client experienced a 50 percent acceleration in provisioning for GTM products
- There was an 18 percent improvement in the backup success rate for TSM
- Savings of millions of dollars by purging unnecessary data and freeing up space
- Enhancement of technological support for IaaS

These positive results improved the client's reputation, prompting them to extend their contract with HCLTech. HCLTech is currently working on reshaping the client's IT vision and helping them with their growth journey.