

Improved customer experience for a European telecom service provider



Customer background

Customer is a leading European telecom service provider of telephony, internet, and ICT services. The customer was going through a digital transformation journey by revamping their Networks and Infrastructure operations in order to build a strong position in the European market.

Customer challenges or pain points

The customer was challenged with evolving need for high quality enterprise network, to deliver better bandwidth and low latency performance. This was further exemplified by complex and high cost traditional MPLS Network infrastructure.

Another key strategic direction was to drive future business innovation and growth in the Belgian and Dutch market. To enable this, the customer needed a centralized infrastructure to develop new solutions, IPs and a trustable partner ecosystem.



HCLTech solution tenets

HCLTech implemented a full stack of network transformation solutions to help the customer improve its end user experience.

A dedicated Network Operations (NOC) and Security Operations Center (SOC)

This center provides a 24x7 IP-MPLS network support and ensures that all devices (Cisco/Alcatel/Nokia) are working smoothly to resolve any issues within minutes. With its unique support mechanism, HCLTech offered load balancing optimization in LTE cellular networks. Its state-of-the-art security operation center (SOC) improved the customer's ability to prevent, detect and respond to threats at a fraction and manage security on a day-to-day basis.

Data Center (DC) transformation

HCLTech transformed the customer's data center footprint with huge scale and agility. It deployed more than 20,000 VMs and offered 40 PB storage to enable better compute and storage.

Multi-Edge Computing (MEC) and edge zones

As part of the network modernization efforts, 4G and 5G applications were hosted on edge, to deliver high performance and ultra-low-latency solutions, catering to the modern business needs of the customer. This zone allowed them to offer innovative enterprise solutions across a broad range of industries.

Networks Innovation Lab

For innovative 5G, Edge and IoT solutions, a dedicated Networks Innovation Lab was established to help the customer drive innovation and growth. This lab will also help them upskill their employees in AI-led operations, automation, agile infrastructure management and cloud-native solutions.



Business and operational benefits to customer

The customer has applauded HCLTech's network modernization efforts, as it has brought multiple business benefits for them.



24x7 network availability

With a proven track record of delivering 99 percent network availability, HCLTech ensured a seamless network solution availability for the customer.



Big cost savings

With robust IP and solution accelerators, the customer is able to significantly reduce its OPEX cost. This has been possible by eliminating manual tasks through increased network automation and centralization.



Improved network performance

By traversing network traffic via Edge/MEC technologies, the customer improved its network performance and increased efficiency over the contract tenure.

This resulted in enhanced network performance, cost optimization and improved network availability and flexible and efficient operations which clearly demonstrate the implementation of the right network modernization strategy. The outcome for this transformation supported by HCLTech's exceptional service delivery caused a big improvement in customer's end user experience.

To know more about HCLTech's Networks capabilities, please write to us at Contact.NGN@hcl.com