

>> TeliaSonera Sweden

Mastering Complexity thanks to CMDB



TeliaSonera

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Customer profile

TeliaSonera provides telecommunication services in the Nordic and Baltic countries, in Spain and the emerging markets of Eurasia, including Russia and Turkey. TeliaSonera is in the business of providing high quality telecommunications services, including packaging and carrying content like sound, images, data, information, transactions and entertainment. TeliaSonera offers services that help people and companies communicate in an easy, efficient and environmentally friendly way. The company's main purpose is to best serve customers and create value for shareholders through strong profits and cash flows. In 2007, the number of subscriptions reached approximately 115 million in the majority-owned operations and associated companies. Operating income, excluding non-recurring items, was SEK 27.5 billion and the number of employees 31,292. TeliaSonera is listed on the Stockholm Stock Exchange and the Helsinki Stock Exchange.

Initial situation

Today TeliaSonera has a huge IT environment at its disposal, including around five million individual configuration items (CIs), but it is comparatively heterogeneous due to the mergers and acquisitions that characterise the company's history. Against this backdrop, the telecommunications service provider's long term strategy envisages the successive optimisation of processes and systems by means of rationalisation, standardisation and consolidation.

In this context a decisive role is also played by the asset and configuration management solutions with which TeliaSonera monitors and controls the inventories of information technologies and their continuing further development. Numerous other IT service tasks – from user support to hardware and software procurement – are also dependent on precise data from these systems. In the past, companies in different countries used various systems to keep their IT assets up to date. But none of these systems could show the complete picture, manual support was usually required and the data quality often left something to be desired. That is why they have decided to introduce a standardised solution, with a central configuration management database (CMDB) as a solid information basis for all service and support processes.

Implementation

For the implementation consulting TeliaSonera appointed MATERNA. The first step was for both companies to carry out an analysis of the existing processes in the configuration management and then, in workshops, on this basis they developed ideal typical processes for data recording and provision for all object types – whether they be servers or workstation computers. The concept they developed together uses Remedy Asset Management from BMC Software as the configuration database and development systems of their own for linking up incident, problem and change management.

In order to ensure the smooth supply of information to all relevant processes and staff, further integration with different IT service and support interfaces also had to be carried out, for example, with Microsoft SMS, which serves TeliaSonera, among other things, by providing software and patches for all standard PC workstations. As they have been accustomed to during the last twelve years with this partner, MATERNA contributed its usual high level of expertise and experience to the project. That played a significant contribution towards enabling this complex and ambitious objective to be implemented in such an exemplary way – on time and to budget.

The new configuration and asset management has been in productive use at TeliaSonera Sweden since the beginning of 2005. Around 1,500 staff now have access to CMDB data through their own support applications. They benefit from a structured, totally automated incident, problem and change management based on a uniform, complete database which is brought up to date at least daily – especially since the successful upgrade to CMDB Atrium 1.1 which TeliaSonera and MATERNA implemented in April 2006. TeliaSonera has already started to tackle the international roll-out.

Advantages

- Transparency of IT environment
- Automation of IT service processes
- CMDB solution which is a single complete information source for detecting critical incidents, for analysing them and for setting up prevention measures
- Special configuration objects can now be passed on to the service desk automatically
- Accelerated problem handling
- Graphic user interface visualises the complex interconnected relationships within the IT environment