

>> Orange Slovensko, a.s.

Implementation of a Flexible and Versatile Platform that Maps Processes



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Customer profile

Orange Slovensko, a.s. is a member of the global communications group Orange. The Orange Group operates in 19 countries and currently serves almost 44 million customers. Orange Slovensko has been operating in Slovakia since January 1997 (previously named Globtel), when it became the first mobile operator in Slovakia to operate the GSM digital mobile network at the 900 MHz frequency. In 1999, the company launched the commercial operation of the mobile network in the 1800 MHz frequency band. Since March 2002, the operator has been providing services under the Orange brand name. The company operates a country-wide network covering 99 percent of the population and more than three million active customers and is the most successful telecommunications company in Slovakia.

Initial situation

In the telecommunications market it is important to react quickly to new demands from customers. This requires a dynamic IT infrastructure. IT processes and their underlying workflows and applications have to be quickly adaptable.

Orange needed a professional workflow management tool at their location in Bratislava for tuning their corporate-wide IT service processes. The company decided on the market leading Remedy solution from BMC. One of the deciding factors was the positive experience enjoyed by their parent company which had also implemented the Remedy solution from BMC. Remedy is characterised by the speed with which it can be implemented from the design stage right through to going live. Therefore, Orange Slovensko has set up the infrastructure and workflows with the help of Remedy. In addition, the platform is very open and can be integrated excellently in existing IT systems and solutions from other suppliers which are in use at Orange.

Implementation

Since going operational a few years ago Orange has regularly enhanced the platform and adapted to the changes on the market. Orange has implemented various applications on the basis of the Remedy platform which maps internal processes and external customers' processes: an application was developed for approving requests (service requests). Error messages and downtimes in the telecommunications network are processed. The problem management lists all error messages which require cooperation between several teams. The Quality Trouble Ticket application shows the quality of the network and the Customer Trouble Ticketing processes all customer concerns.

Orange Slovensko today processes almost all IT service processes with the help of the Remedy platform and wants to extend this even further. All processes connected with telecommunications are documented and can be configured and measured individually. Being equipped like this means Orange Slovensko is in a position to react more and more quickly to their customers' requirements and to provide even more targeted services.

Orange Slovensko had been looking for a partner for implementing the application step by step. This partner had to be active on the domestic market and be able to provide customised support. In addition to the analysis, design and implementation work, MATERNA also trained the staff in using the new system. The staff who develop the application appreciate the simple, fast programming above all.

Advantages

- Clear generation and checking of workflow processes
- Comprehensive inventorying
- Fast reaction to new trends and requirements
- Fast delivery of individual IT projects
- Improved work productivity