



Imagine a more intelligent return on your investment...

power to you





“the people, the skills and the capability to scale up resources and meet service level demands 50% faster than the industry average”

The business need

Vodafone’s aim to deliver ‘more for less’ efficiency savings to its customers means a continuous focus on the centralization and outsourcing of services.

In 2002 Vodafone embarked on a programme of centralized hosting for its VAS and Enterprise applications at a state of the art data centre in Germany, a strategy designed specifically to reduce the costs associated with the previous model of distribution across multiple partner operators, and needed to acquire single supplier expertise to facilitate and support the programme.

The scale, technical complexity and the business critical nature of the products and support services being centralized required a highly qualified partner, with relevant experience, who could meet these challenges at the lowest optimal cost without eroding the quality of service.

The solution

Vodafone International Services (VIS) was initially selected to provide global incident management support for Vodafone’s Enterprise applications and quickly demonstrated that they had the people, the skills and the capability to scale up resources and meet service level demands 50% faster than the industry average for similar activity.

VIS assembled the best possible team from a large pool of readily available and experienced engineers, all certified in the relevant IT support areas and worked closely with Vodafone Global Services to analyze and improve the previous support model, then automated as much of the underlying processes as possible while remaining within ITIL compliance guidelines.

Impressive performance versus industry standards was rewarded with additional contracts for Vodafone’s centralized VAS incident management requirements and global service desk support for both products.

VIS’ agility and flexibility in responding to the emerging business needs of the customer has fostered a partnership with Vodafone Global Services based on trust, excellence and common goals, with the additional benefit of 60% lower costs compared with those achievable in Europe.

Direct benefits delivered by Vodafone International Services

Selecting VIS to provide centralized hosting and support has produced measurable benefits for Vodafone and their customers:

- 60% reduction in operational cost
- 15% over achievement on agreed time back-to-service SLA
- Huge positive impact on end customer experience
- 40% reduction in services total outage
- Customer resources released to focus on service development, vendor management and improved Go-to-Market timing

To find out more about how VGS saved money with Vodafone International Services please visit <http://vis.vodafone.com.eg> or email us at:

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