



Imagine how fast your business can move when someone else carries the bags...

*power to you*





“setting solid governance with clear R&R and performance KPI’s fostered a partnership between both companies that is based on trust, transparency and common objectives”

### The business need

**After acquiring the license to operate the second of only two mobile telecommunications companies in the previously monopolised Qatari marketplace, Vodafone took the strategic decision to outsource all of their Qatari operations, maintaining only a minimum in-house work force.**

**The decision required Vodafone to find a trusted strategic partner with the right competencies and experience to provide the manpower and skills necessary to run the networks, operations and business support services.**

### The solution

Vodafone International Services (VIS) was selected from a competitive field for its extensive telecoms experience, existing relationships with technology vendors, familiarity with the established Vodafone One Network and the ability to support the fast and cost effective launch of Vodafone’s Qatari operations.

The VIS team examined, assessed and adjusted all underlying processes in the existing model to follow the industry standard ITIL ensuring the highest possible performance for all Vodafone Qatar’s operations and are now responsible for supporting Vodafone Qatar’s Business Support Systems on a 24 hour, 7 days a week basis, through both pro-active monitoring and preventative maintenance as well as attending to all reported problems.

VIS implemented a continuous improvement programme, working closely with Vodafone Qatar to identify improvement opportunities and then develop and introduce fresh processes and policies to further enhance operations.

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### Direct benefits delivered by Vodafone International Services

Partnering with VIS on a comprehensively outsourced solution for the majority of operational needs has delivered measurable benefits to Vodafone Qatar:

- **Immediate access to a highly skilled and qualified resource**
- **World class levels of service and support delivered quickly and reliably**
- **Solid governance, clear R&R and performance KPI’s**
- **Low operational costs**

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

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