

Case study

Avea automates IT infrastructure end-to-end



Turkish telecom operator benefits from full process automation with HP Operations Orchestration

Industry

Telecommunications

Objective

Introduce end-to-end automation of the IT infrastructure to counter a lack of IT resources, a growing number of service requests and falling service quality

Approach

Launched an automation project, met various software specialists and assessed the integration capabilities of several automation tools

IT matters

- Provides an automated end-to-end IT infrastructure, lowering systems monitoring and management times
- Integrates fully with other monitoring and application performance tools, increasing process quality
- Offers a self-service interface, eliminating excessive interactions between IT personnel and internal customers
- Identifies the root cause of problems rapidly, lowering incident resolution times

Business matters

- Reduces IT workloads, improving service efficiency across the IT team
- Saves over 5,000 man-hours per month, delivering an exceptionally rapid return on investment
- Delivers highly efficient workflows across the infrastructure, satisfying Service Level Agreements
- Releases IT staff for more important duties, creating a more productive environment



“We chose the HP automation solutions because of their functionality and integration capability. When we integrate solutions, we don’t want to develop additional code. Other vendors’ solutions don’t integrate as well as HP or provide as good support when we have a problem.”

– Barış Altiner, senior specialist – management systems, technology operations, Avea

Process automation tool transforms infrastructure operations at Avea

Avea, a major Turkish mobile telecommunications operator, automates workflows with HP Operations Orchestration software to reduce manual workloads, increase process quality and enhance IT service delivery. The solution is helping boost service levels and efficiency while lowering problem resolution times. The IT department is currently saving over 5,000 man-hours per month, delivering an outstanding return on investment.





Challenge

Redesigned acquired networks

Over the last decade, liberalisation of the Turkish telecommunications market has progressed steadily following the introduction of competition by the Information and Communications Technologies Authority. Mergers of several GSM businesses led to the creation of Avea, the nation's second largest, youngest and the sole GSM 1800 mobile operator. The enterprise's network serves 16 million customers and covers 99 per cent of the country.

Avea has always taken a proactive stance towards modern technology. Shortly after its formation, specialists quickly redesigned the acquired networks, creating a consolidated architecture to extend coverage and resolve network load issues. Today, the business controls operations from three regional offices and an Istanbul-based corporate headquarters, call centre and customer service centre. An advanced IT infrastructure supports activities throughout the organisation.

As the infrastructure developed, IT staff deployed several HP Business Service Management and HP Application Performance Management solutions to monitor and manage IT services across the infrastructure. More recently, Avea faced new challenges; a lack of IT resources to deal with a growing number of demands from operational teams and the business was also experiencing falling service quality.

Automation initiative

"Our telecommunications infrastructure is large and very complex with multiple nodes, servers, switches and load balancers. Each system connects to numerous other systems to deliver joined-up services to customers," explains Barış Altiner, senior specialist – management systems, technology operations, Avea. "End-to-end automation of the IT infrastructure is required to maintain the connections and retrieve data from the network. We therefore instigated an automation project."

The automation initiative wanted to create a robotic end-to-end solution that integrates fully with existing monitoring and management tools. This approach would reduce workloads, increase process quality and improve the IT team's service efficiency while lowering infrastructure monitoring and management times.

Avea established meetings with various software specialists and assessed several automation tools' ability to integrate with IT Service Management (ITSM), monitoring and configuration management tools.

"We chose the HP automation solutions because of their functionality and integration capability," says Altiner. "When we integrate solutions, we don't want to develop additional code. Other vendors' solutions don't integrate as well as HP or provide as good support when we have a problem."

Customer solution at a glance

Software

- HP Operations Orchestration
- HP Network Automation
- HP Server Automation
- HP Operations Manager i
- HP SiteScope
- HP Business Service Management
- HP Real User Monitor
- HP Business Process Monitor
- HP LoadRunner
- HP TeMIP Server

Solution

Automated solutions expand HP portfolio

The first automation products implemented by Avea involved HP Network Automation and HP Server Automation whilst also deploying three HP Business Service Management tools; HP Operations Manager, HP Business Process Monitor and HP Real User Monitor.

Moreover, the company installed HP SiteScope to automatically monitor the availability and performance of the infrastructure and HP LoadRunner to analyse and prevent application performance issues. HP Service Manager is the organisation's main ITSM tool while HP TeMIP manages the communications networks and services.

Seamless integrations and automated workflows

More recently, Avea decided to implement HP Operations Orchestration to coordinate automated tasks and activities across teams, tools and systems such as servers, network devices and other infrastructure components. The software effectively oversees and unifies the various management and monitoring systems, eliminating error-prone manual processes. "Within our IT domain, we've already used HP Operations Orchestration to integrate HP Operations Manager, HP Business Service Management and HP SiteScope as well as HP LoadRunner, HP Server Automation and HP Service Manager," reveals Altiner.

"These amazing HP integrations provide end-to-end automation solutions for our entire IT operation. We're looking forward to integrating HP TeMIP as this will automate events and alarms generated by the GSM network nodes."

"We measure ROI as minutes saved for a particular task. For the service manager approval-rejection workflow alone, we're currently saving 4,090 minutes-per-month."

– Barış Altiner, senior specialist – management systems, technology operations, Avea

The sophisticated integration capability of HP Operations Orchestration automates important Avea workflows including several telecommunications-specific processes, pre-paid and post-paid systems, network health checks and a robotic problem solver. Other examples of IT processes are Oracle GRID Process Restart Automation and the approval and rejection email process for HP Service Manager.

Benefits

Outstanding return on investment

Today, Avea is reaping the benefits of integrating several monitoring and management solutions with HP Operations Orchestration. The robotic end-to-end monitoring quickly identifies the root cause of problems, reducing incident resolution times and satisfying Service Level Agreements. IT personnel no longer have to interact with internal customers as a self-service user interface allows access to configuration information. Moreover, the automated workflows save over 5,000 man-hours per month, delivering an outstanding return on investment. Avea's infrastructure now experiences accelerated, repeatable and predictable processes and improved consistency and reliability across the IT environment.

"We measure ROI as minutes saved for a particular task," states Altiner. "For the service manager approval-rejection workflow alone, we're currently saving 4,090 minutes-per-month."

Looking to the future

Avea is currently conducting a proof-of-concept for HP Database and Middleware Automation software, which improves service quality and reduces cost by replacing error-prone tasks with reliable, auditable automated processes.

The next stage in the automation project is a proof-of-concept for a private cloud environment using HP Cloud Service Automation. "This next phase involves fully automating the delivery of IT services from the Cloud. Our planning and IT teams view this as an exciting evolutionary step within the company," concludes Altiner.

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