



Türk Telekom automates IT infrastructure

HPE Operations Orchestration ensures full process automation

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



Türk Telekom automates workflows with HPE Operations Orchestration to reduce manual workloads, increase process quality and enhance IT service delivery. The solution helps boost service levels while lowering problem resolution times. The IT department saves 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 Türk Telekom, the nation's sole GSM 1800 mobile operator in Turkey with 3,000 employees and a nationwide customer base of 16.3 million.

“We chose automation solutions from Hewlett Packard Enterprise 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 HPE or provide as good support when we have a problem.”

— Senior specialist – management systems, technology operations, Turk Telekom

Turk Telekom 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 HPE Business Service Management and HPE Application Performance Management solutions to monitor and manage IT services across the infrastructure. More recently, Turk Telekom 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 senior specialist – management systems, technology operations, Turk Telekom.

“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.

Turk Telekom 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 automation solutions from Hewlett Packard Enterprise because of their functionality and integration capability,” says the senior specialist. “When we integrate solutions, we don’t want to develop additional code. Other vendors’ solutions don’t integrate as well as HPE or provide as good support when we have a problem.”



Solution

Automated solutions expand HPE

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

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

Seamless integrations and automated workflows

More recently, Turk Telekom decided to implement HPE 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 HPE Operations Orchestration to integrate HPE Operations Manager, HPE Business Service Management and HPE SiteScope as well as HPE LoadRunner, HPE Server Automation and HPE Service Manager," reveals the senior specialist.

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

The sophisticated integration capability of HPE Operations Orchestration automates important Turk Telekom 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 HPE Service Manager.

Customer at a glance

Software

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

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– Senior specialist – management systems, technology operations,
Turk Telekom

Benefits

Outstanding return on investment

Today, Turk Telekom is reaping the benefits of integrating several monitoring and management solutions with HPE 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. Turk Telekom’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 the senior specialist. “For the service manager approval-rejection workflow alone, we’re currently saving 4,090 minutes-per-month.”

Looking to the future

Turk Telekom is currently conducting a proof-of-concept for HPE 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 HPE 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 the senior specialist.

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