Hewlett Packard Enterprise

2016 HPE Software Innovator Awards

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Mexican information and communication technology company uses HPE Service Manager to deliver the predictive, proactive care services that build customer satisfaction and loyalty

axtel

High-level overview

HPE Software enabled Axtel to:

- Reduce hardware infrastructure and associated maintenance costs

- Centralize monitoring, reduce dedicated customer management and simplify the customer onboarding process

- Consolidate event management and use one platform across all monitoring groups inside the company

- Enhance event monitoring by enabling automated service monitoring

- Standardize the offering to the customer and shorten implementation times

- Implement an ITIL-aligned methodology

- Integrate the platform for Service Management across multiple service desks

- Resolve problems faster with correlation and services mapping of impacts related to incidents or changes

- Consolidate event information from third-party solutions to manage a complex heterogeneous environment

- Increase collaboration across multiple silos and teams from different service areas

- Increase IT staff productivity

- Reduce mean time to repair (MTTR)

- Reduce downtime and increase availability

- Integrate all telecom inventory into one configuration management database (CMDB)

Company

Axtel, a subsidiary of Alfa, is a Mexican information and communication technology company that serves the enterprise, government and residential markets with a robust portfolio of offers through its brands Alestra (enterprise and government services) and Axtel (residential and small businesses). With a network infrastructure of more than 39,000 kilometers and about 6,000 square meters of data center, Axtel enables organizations to be more productive and bring people together to improve their quality of life.

Contact

José Alfredo Bedolla Avila is Axtel's IT planning manager.

Business goals

Reduce the cost of providing a customer-centric operation and increase customer loyalty through improved results and customer satisfaction. Offer a 360-degree view of real-time data for better decision-making.

Axtel, with a goal to provide better customer and internal services, uses the HPE management and monitoring suite for enterprise customers and for supporting/securing the services provided through the Telco network. The software suite also enables Axtel to achieve compliance with the ITIL methodology.

As Axtel's IT Service Manager (ITSM) solution for end-to-end changes, configuration and resolution of incidents and problems, the HPE Service Manager software enables technical and operational streamlining and integration of the different service desks to standardize platforms and communication between areas.

Database configuration items (CMDB) are integrated with network inventory systems (Granite by Ericsson and MetaSolv by Oracle), representing approximately 6 million configuration items (CIs) and 7 million relations for which the solution automatically detects how many and which client services are affected by an incident or change. With the Alestra-Axtel merger, the IT team expects to track an additional 3 million CIs.

For monitoring network elements customers, the solution provides a scalable, multitenant platform that adapts to the requirements and growth of the company while providing standardized and centralized monitoring. The platform monitors 10,000 devices. In monitoring the Telco network, Axtel tracks 5,000 IP network devices and 600,000 events generated monthly by third-party tools. The devices and events are all collected and analyzed by the HPE platform.

With a centralized monitoring platform that delivers real-time problem detection and client-service impact, the Axtel team is able to attack issues proactively to avoid outages, more efficiently solve problems and increase productivity of the IT services team.

In the past year, Axtel has deployed approximately 10 new HPE products, including automation of service management within the corporate IT organization, as well as for clients of the company.

HPE Software products implemented

• HPE Service Manager

• HPE SiteScope

• HPE Network Node Manager

• HPE Operations Orchestration

HPE Partner

Avattar helped the Axtel IT team evaluate proposed solutions, develop methodology and garner Axtel stakeholder support for and commitment to the project. Avattar delivered excellent cost-benefit value.

Additional benefits

Benefits include reduced infrastructure, creation of standardized services and reduced times to register new clients. Achieving an increased maturity level in service management, Axtel has gained needed visibility across IT processes and can now deliver proactive and predictive care services and events.

With the cost savings, improved MTTR and overall success of this project, the Axtel IT team demonstrates that centralized monitoring and service-management automation positively impacts both internal and external clients. The team expects to leverage success in this area to utilize more of the HPE IT Service Automation suite to deliver further savings and efficiencies.

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