

Tieto is the backbone of Com Hem's support



Sweden's largest cable operator Com Hem wanted to make its incident management more efficient and less costly. It solved the problem by outsourcing its Application Management (AM) delivery to Tieto – including Billing, Provisioning and Invoicing – which moved the bulk of the operation offshore.

“I am really impressed with the way Tieto has quickly learned Com Hem's complex systems, and provided us with Application Management services that met our expectations. Tieto has successfully handled our challenging SLAs (Service-Level Agreements) and the high load of incidents. This has effectively acted as a key catalyst in supporting our strategic IT goals and has also reduced operational costs.”

Stefan Berg, CIO, Com Hem

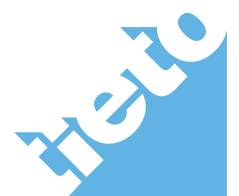
The business challenge: Outsourcing AM to one vendor

Com Hem used to manage its IT systems with internal experts as well as with the help of a number of external vendors. Maintenance and development services were only available during business hours.

In order to cut costs and improve service availability, Com Hem sought a single supplier who could provide quality AM, Service Requests, Change Requests and SIP services through an offshore solution. Com Hem wanted to keep the direct contact with end-customers, but needed a Tier 2 support team to make the incident handling more efficient.

The Tieto solution: Competence Center in India

By putting Tieto in charge of its AM, Service Requests, Change Requests and SIP delivery, Com Hem ensured these services were supplied by just one vendor. The fact that 98 percent of them are handled from Tieto's office in India, means that the service hours have been extended to 24 hours, 365 days a year, providing indispensable support to Com Hem's critical business applications. These include billing, provisioning, invoicing, B2B portal, CRM and other legacy systems.



Service features provided

In all, Tieto manages and develops just over 20 systems and applications for Com Hem, with 55 full-time staff providing more than 100,000 hours of support and services a year.

The team deploys, tests, analyses and improves both existing and developed solutions, regularly carrying out sanitation checks – ranging from Quality Assurance to pre-production and post-production.

Tieto handles all releases, including standard releases, extra releases and emergency releases.

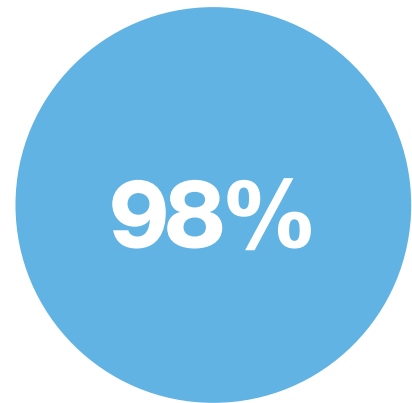
It also provides Data Base Administration, Configuration Management and training of the case management tool JIRA.

These tasks are covered by so-called Service-Level Agreements (SLAs), meaning reported incidents and service requests need to be dealt with and resolved within a strict, pre-defined time-frame.

“We’ve been able to meet all the tough SLAs,” says Eva Brewitz, Tieto’s Delivery Manager for the project.

Tieto has implemented an agile working method, corresponding to that applied by Com Hem, to ensure smooth cooperation between the client and the vendor.

Thanks to Tieto’s Indian offshore solution, Com Hem is able to save on costs, while operating in a more efficient environment that allows it to focus on achieving strategic IT goals.



98% of the operation is handled offshore

Source: Tieto

Customer business challenge:

- Com Hem managed its IT systems together with several external vendors.
- Maintenance and development services were only available during business hours.
- The solution was expensive and inefficient.

How Tieto helped:

- Tieto manages business applications such as Billing, Provisioning, Invoicing, B2B portal, CRM and other legacy systems.
- 98 percent of the incident management, change requests, and development services are handled by Tieto’s offshore office.

What customer achieved:

- A significant reduction of operational costs, coupled with fewer errors.
- Improved systems performance.
- 24/7 service availability.
- High degree of transparency and smooth collaboration.
- Straightforward governance and control.



com hem

Sweden’s largest cable operator.

- About 40 % (or 1.82 million) of Swedish households are connected to Com Hem’s network and have access to Sweden’s widest range of TV channels, HDTV, On Demand TiVo as well as broadband and fixed line services.
- About 950 employees with offices in Stockholm (HQ), Gothenburg, Malmö, Hämösand and Örnsköldsvik.
- Com Hem is owned by BC Partners.

Want to know more?

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