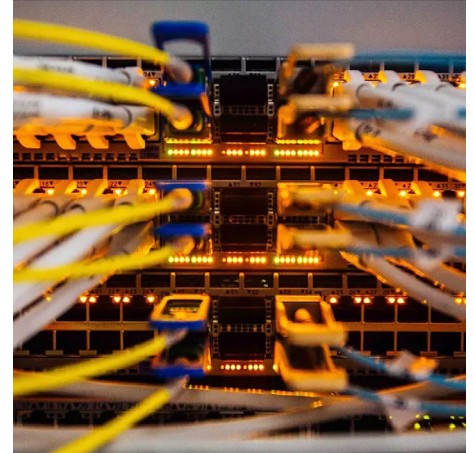


Türk Telekom

Supporting proactive issue resolution, improved service quality, and better decision-making processes with AIOps



Who is Türk Telekom?

Founded more than 180 years ago, [Türk Telekom](#) is Türkiye's leading information and communication technologies company. Serving approximately 53 million customers with 39 thousand employees in 81 cities, it manages 13,000+ server infrastructures in 5 data centers and monitors more than 20,000 application services for its customers. Türk Telekom is the first company in Türkiye to integrate fixed voice, mobile, TV, and broadband products.

“Taking a holistic approach and supported by the Micro Focus (now part of OpenText™) AIOps solution, we introduced AI-enabled monitoring and tracking of critical services, now viewable from a single screen. At the management level, we moved to a model that supports simplicity and improves decision-making processes.”

İRFAN UĞUR
IT Director
Türk Telekom

Accelerating Digital Transformation with AIOps

Türk Telekom wanted to simplify its complex environment and improve decision-making processes at a management level. Topping its list of desired capabilities were instant impact analysis and the ability to automatically run algorithms to detect the root cause of an issue, with the results monitored in real-time. Artificial Intelligence for IT Operations (AIOps) fit with Türk Telekom's innovative digital transformation approach.

“We use the latest technologies in our own business processes and support IT4IT international standards in our operations center,” said Necdet Türkay, IT automation and management systems manager at Türk Telekom. “We partner with Micro Focus (now part of OpenText™) in other areas of our business and felt the AIOps suite of solutions would benefit this project. In close consultation, we decided on Micro Focus (now part of OpenText™) [Operations Bridge](#), [Network Operations Management](#), and [Universal Discovery & Universal CMDB](#).”

[Operations Bridge delivers automated discovery, monitoring, and remediation](#), so it is ideally positioned to fast-track a move to full-stack AIOps. OpenText™ Universal Discovery & Universal



At a Glance

- **Industry**
Telecommunications
- **Location**
Türkiye
- **Challenge**
Reduce complexity and improve the visibility of mission-critical services in a large, complex IT environment
- **Products and Services**
Operations Bridge
Network Operations Management
Universal Discovery & Universal CMDB
- **Success Highlights**
 - + Proactive issue resolution through a single source of truth.
 - + Higher-quality service delivery with improved ticket assignment.
 - + Improved customer satisfaction thanks to simplified processes and faster issue resolution.
 - + Stronger compliance via alignment of best practices.
 - + Improved decision-making processes with full data transparency.

“We partner with Micro Focus (now part of OpenText™) in other areas of our business and felt the AIOps suite of solutions would benefit this project. In close consultation, we decided on Micro Focus (now part of OpenText™) Operations Bridge, Network Operations Management, and Universal Discovery & Universal CMDB.”

NECDET TÜRKAY

IT Automation and Management Systems Manager
Türk Telekom

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[OpenText CEO Mark Barrenechea's blog](#)



CMDB is included in OpenText™ Operations Bridge. It discovers and stores all the environment's resources, applications, and services as well as their interconnections, which Operations Bridge uses for advanced analysis.

Collaborating with local OpenText business partner Future Business Technology, the Türk Telekom team centralized all server data on Operations Bridge and created dashboards for a consolidated view of data from 41 different sources, collected in the OpenText™ OPTIC Data Lake (part of Operations Bridge). Open source data-search platform Elastic Stack analyzes data logs and integrates them with Operations Bridge.

Applications depend on the network to move data. OpenText™ Network Operations Management (NOM) provides insight into the network and feeds data into Operations Bridge, giving Türk Telekom full observability across their entire IT estate. Using the NOM data, Operations Bridge can determine if a problem exists in the network or a different part of the environment.



Single Source of Truth Supports Proactive Issue Resolution

AIOps-driven machine learning now detects anomaly-based metrics and alarms within nearly 200 applications. Application topologies are integrated between Universal Discovery & Universal CMDB, Operations Bridge Manager (OBM), and Operations Bridge Analytics (OBA). “Using topology data, we designed dashboards that show dynamic application change and execute data analytics to feed management decision-making processes,” says Alper Arpacioğlu, corporate support operations group manager for Türk Telekom. “These benefits cover all five data centers and give us a single source of truth. Creating trackable and ready-to-interpret data is the basis of our improved AI-enabled operations.”

The team integrated OpenText™ solutions—Application Lifecycle Management (ALM) and Service Manager—into the new AIOps model. This enabled real-time data monitoring with event details and application availability levels now monitored by Operations Bridge. By processing the metrics with AI algorithms, managers can conveniently analyze and generate alarms to highlight application anomalies. An AI-enabled central management structure creates a single pane of glass where each item in the live data center environment is made traceable and manageable through metrics.

According to Hakan Tongar, IT operations manager for Türk Telekom, “Thousands of metrics continuously track applications in real-time using AI algorithms. AI-driven root cause detection and problem analysis are visualized through user-friendly dashboards accessible by management. This early issue detection supports a more proactive issue resolution approach.”

Enhanced Customer Satisfaction and Service Quality

The large-scale AIOps project, spearheaded by Türk Telekom's Service Management Collection Operations Directorate, was supported by 15 other Türk Telekom divisions who all benefit from the resulting data transparency. “Taking a holistic approach and supported by the Micro Focus (now part of OpenText™) AIOps solution, we introduced AI-enabled monitoring and tracking of critical services, now viewable from a single screen,” said İrfan Uğur, IT director for Türk Telekom. “At the management level, we moved to a model that supports simplicity and improves decision-making processes. In application tracking, the AI-driven metrics enhance our customer satisfaction and the quality of the services we provide to our end users.”

By all accounts, the project is a great success. “Today, we use a sophisticated solution with more than 20 dashboards for different roles to support dynamic application change and real-time data analytics,” Uğur said. “Leveraging the IT4IT framework enables full regulatory compliance, and the benefits are clear to the whole Türk Telekom organization.”

Learn more at

www.microfocus.com/opentext

