

Amdocs

Micro Focus FlexCare Support delivers single point-of-contact, which ensures success for Amdocs MIS IT's software upgrades.

Overview

Amdocs is a service provider to the world's ISP and telco carriers. Its global customer base includes over 250 service providers in developed countries and emerging markets. Recent client work ranges from overseeing one of the world's biggest billing migration projects, to managing a large back office consolidation, and even the creation of converged billing systems. In total, Amdocs' clients service more than three billion customers.

Challenge

The supporting Amdocs IT estate is vast and complex, spanning global software licenses,

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ODED SHEIN

Program Manager
Amdocs Management Information Systems IT

hardware management, monitoring and maintenance. Amdocs is a long-time customer of Micro Focus®.

"We've used Asset Manager for years, regularly customizing it," says Oded Shein, program manager, Amdocs Management Information Systems (MIS) IT. "It was out of support and time to upgrade—though the changes were that great it would be fairer to call it a reimplementation."

The revamped Asset Manager capabilities would allow better software management, improving audit and compliance. It would include an end-to-end view of contracts across the entire software estate, and improved discovery capabilities. Overall, it would allow Amdocs MIS IT to be more proactive in its IT decision making in terms of hardware and software maintenance.

For Shein, with the scope of the project so important to so many aspects of the business, it was not enough to rely on a standard support package: "We weren't in a position where we could raise an issue, take a ticket, and sit and wait for a resolution to come through. We had tight timelines and multiple platforms to integrate. We needed one focus point within [Micro Focus] to help raise awareness and keep us informed of progress."



At a Glance

- **Industry**
Business Services
- **Location**
United States
- **Challenge**
Ensure single point-of-contact access to priority support
- **Products and Services**
FlexCare Support
Asset Manager
- **Results**
 - + Ensured successful reimplementation of the Asset Manager tool and the Discovery tool, with no business downtime
 - + Provided horizon-view of Micro Focus technology roadmap, helping plan long-term business strategy

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Solution

Conversations led to Micro Focus Flexible Care Support (FlexCare Support), which offers a menu of support options, including a dedicated Enterprise Services Manager (ESM).

"It was exactly the proactive element we were looking for," says Shein. "The ESM would ensure we had the right level of technical support, working on our behalf to source the appropriate resource. And they would help identify potential risks and downtime."

FlexCare Support, continues Shein, would be the complete partner throughout the Asset Manager project: "For the easy times, and the tough times.

"Maybe if we're in a 'normal' state the ESM would be seen as a luxury, but we're in a continuous state of upgrade and optimization so we're always pushing the limits. There will always be FlexCare Support options that will be applicable."

Results

Shein says FlexCare Support helped deliver the Asset Manager upgrade to budget against a tight deadline: "This was one of the most important and successful projects for us in 2015. It took just five days to hit the projected KPIs. It has allowed better discovery and ensured we're working with the most up-to-date tool. We've had no downtime for the business. Internal user satisfaction was never better."

"The Asset Manager upgrade ensures better software management, better discoverability

features and an end-to-end view. Together, this allows for better, more proactive decision making," says Shein.

He says the FlexCare Support ESM proved invaluable in moving the project forward. "We quickly formed a chemistry. We'd speak every day, with the ESM checking if there was anything he should be aware of. This proactivity helped build trust.

"We had an issue with the tool that connects Asset Manager to Universal Discovery. It was new to the market and we had some issues during testing. At this point we were working 24/7; the ESM was on top of it. He made sure the right guys were working on it, moving the ticket from one shift to another, across time zones. He was on status calls every six hours, pushing for a resolution."

FlexCare Support also affords Amdocs MIS IT a horizon-view of upcoming new features or functionality. "Early notification creates awareness of how we use a new tool," says Shein, "it's an additional benefit."

The nature of Amdocs MIS IT's strategy, continues Shein, makes FlexCare Support a natural choice: "We'll be the first, or one of the first, to implement new tools, and we want them implemented quickly—while maintaining a stable production environment. That means we'll always be in the market for the kind of software support we see with FlexCare Support."