

Telefónica Brasil

During a high-profile acquisition, Telefónica Brasil leveraged Micro Focus® solutions to ensure that the IT environments of the two companies were seamlessly unified without creating complexity or falling out of compliance.

Overview

Telefónica is one of the world's largest providers of fixed, mobile, and broadband networks, operating under the brands Vivo, O2, and Movistar. The company has a presence in 21 countries in Europe and Latin America. It has 125,000 employees and turned over €47.2 billion between January and December 2015. In addition to offering consumer services, Telefónica also serves enterprise, small business, and wholesale customers with a range of voice and data products, including managed voice and data, cloud and IT services, and security services.

Challenge

In 2010, Telefónica announced plans to acquire a majority ownership of Vivo, which is now its consumer brand in Brazil. As a listed company, Telefónica wanted to ensure that it complied with regulations such as the Sarbanes–Oxley Act. It also wanted to reduce the complexity and cost of its combined IT environment. In addition, Telefónica's IT department wanted to improve its ability to compete by reducing the time it took to bring new services to market. To achieve this, Telefónica and Vivo needed to combine their software for enterprise resource planning, billing, call centers, and ecommerce systems used by customers to buy phone services. Telefónica also wanted a single system to monitor these projects and to manage demand for its IT resources.

Solution

Telefónica gained a single system for controlling and monitoring demand for large IT projects by moving to Micro Focus Project and Portfolio Management (PPM). This streamlined system is used to allocate tasks and manage deadlines, speeding up the process of completing IT projects for internal departments.

Results

Using Micro Focus solutions, Telefónica Brasil:

- Unified Telefónica and Vivo IT systems, including enterprise resource planning (ERP), billing, call center, and ecommerce systems
- Reduced the time to deliver small IT projects from six months to four months, and the time to deliver major IT projects from 24 months to 18 months
- Decreased the complexity and cost of developing and maintaining the IT environment
- Trained 1,200 people to use Micro Focus PPM, enabling a change in IT resource management
- Improved project management capabilities, including greater efficiency and agility

Learn More At

<https://software.microfocus.com/en-us/products/ppm-it-project-portfolio-management/overview>



At a Glance

- **Industry**
Telecommunications
- **Location**
Brazil
- **Challenge**
Combine two IT environments while improving time-to-market and management capabilities.
- **Products and Services**
Project and Portfolio Management
- **Results**
 - + Unified Telefónica and Vivo IT systems, including enterprise resource planning (ERP), billing, call center, and ecommerce systems
 - + Decreased the complexity and cost of developing and maintaining the IT environment
 - + Trained 1,200 people to use Micro Focus Project and Portfolio Management, enabling a change in IT resource management
 - + Improved project management capabilities, include greater efficiency and agility

Telefónica gained a single system for controlling and monitoring demand for large IT projects by moving to Micro Focus Project and Portfolio Management (PPM).

Contact us at:
www.microfocus.com