

Tieto

Micro Focus® FlexCare Support helps Tieto maximize investment in crucial software tools.

Overview

Tieto is a Finnish software and IT services company, the largest in the Nordics. The company's origins go back to 1968 as a computer center for local banks; more recently it has expanded internationally and currently operates in more than 40 countries.

Challenge

Today, Tieto has 13,000 employees and annual revenues of €1.5 billion. Customers include banks, hospitals, retailers and energy firms. They rely on Tieto's expertise to break new ground in IT services. Tieto has helped banks transition to the cloud, created advertising booking systems for media houses and procurement apps for timber suppliers.

"International expansion, particularly in countries where our customers want to operate, is the focus in the coming years," says Sami Suro, solution manager—testing services, Tieto. "The Nordics is a great market, but there are growth areas elsewhere in the world. We can help our customers become more international, but that requires us to be more international too."

Such growth needs consistent services, a keen eye on cost control and the ability to remain flexible. "Customers expect global delivery models, but want the flexibility to suit local

conditions," says Suro. "For instance, we're seeing more customers shift from off-shore to local services. This requires us to have the appropriate resource in each territory."

Central to this is the means to solve IT issues quickly, and to head off issues before they impact customer services. "We're not looking at a fix-by-fix support provider. We're testing a lot of new services for customers and we want to make the most of our software investments," says Suro. "We required a strategic business partner able to understand our unique operating environment."

Solution

Tieto is a long-term customer. The relationship goes back to Tieto's work as a supplier, where it used a dedicated Support team to service an account.

"There are different levels for different requirements, but the standard support contract was never going to be enough for us. We needed immediate response," says Suro.

Micro Focus Flexible Care Support (FlexCare Support) provides this, by offering a single point of contact in their Enterprise Services Manager (ESM) role. "This is important," says Suro. "The ESM is not just helping resolve tickets faster,



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At a Glance

■ Industry

Software & Technology

■ Location

Finland

■ Challenge

Company growth required consistent services, a keen eye on cost control, and the ability to remain flexible.

■ Products and Services

FlexCare Support

■ Results

- + Supported new business and international expansion through credibility
- + Established long-term vision of technology trends, allowing the planning of a more effective business strategy

“The ESM is not just helping resolve tickets faster, they also enable the best access to the whole organization. We want help with R&D and advanced warning of new services. For us, the ESM is a very valuable resource.”

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Solution Manager, Testing Services
Tieto

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Results

The evolution to FlexCare Support, from our former Support, says Suro, is playing out as expected. It is helping reduce the total number of days-to-resolve across all support cases while minimizing the risk of future service disruption through proactive support and planning. It simplifies governance and accountability.

“It’s all about added value,” says Suro. “Yes, we have the best access to product experts, but we’ve built strong partnerships with those guys over the years. The real impact of FlexCare Support goes beyond providing fixes.

“Our ESM provides us access to industry best practices—they know what other customers are doing and how they might be using a certain tool. We have a real appetite for this kind of information. We realize we might only

be using 20 percent of a tool’s potential, we want to hear how we could apply the other 80 percent. This insight improves our ability to develop new services for our customers, and grow the business.”

At the very least, he continues, access to this kind of expertise helps ensure that the implementation of new services with customers goes smoothly: “Often, success is seeing there are no negative outcomes. That your customer is not written about in the news.”

Tieto plans a quarterly review of FlexCare Support, examining how best to use the menu of flexible support options through the new FlexCare Credits offerings. “The model works for us right now,” says Suro, “but it’s good to know we can make changes on an ad hoc basis.”

The future, he says, is closer cooperation, including joint go-to-markets. “There is reassurance for customers knowing we are supported by ... FlexCare Support. I see us using our strengths even more.”