# Verizon

4G telecommunications leader leverages Operations Orchestration (OO), Server Automation (SA) for audits automation.

## Overview

Verizon Wireless is one of the largest and most reliable 4G LTE networks in the United States with 2014 revenues of $87.6 billion.

## Challenge

An innovative market leader, Verizon Wireless strives to continuously improve network quality, business agility, competitiveness and customer focus. For the IT Cloud Services Group (ITCS), this translates to seamless regulatory compliance and cost-efficient service to internal system administrators and application teams. In recent years, Mapes' tools subgroup focused on automating compliance with PCI and Sarbanes-Oxley (SOX) security requirements. Traditionally, system administration teams wrote their own scripts, a time- and labor-intensive process duplicated across teams. They communicated at length and often with auditors and consultants. The process was so complex, they could not feasibly perform every system check. Instead, the team performed subsets of checks on randomized system subsets. Growth and agility demands rendered these hands-on methods unsustainable.

## Solution

OpenText™ Operations Orchestration (OO), OpenText™ Server Automation (SA), OpenText™ Universal Discovery and Live Network to update SA capabilities. OO automated routine IT tasks. OpenText™ provides platform agnostic flexibility and scalability for Verizon's multiple operating systems and virtualization platforms. The company uses Network Automation; Network Node Manager i; OpenText™ LoadRunner; OpenText™ Site-Scope; OpenText™ Performance Manager; and ProLiant servers. A POC of Storage Essentials is underway and there are plans to implement OpenText™ Operations Bridge, and Operations Manager i (OMi). Verizon wants to take advantage of the Closed Loop Incident Process (CLIP) to integrate processes across OpenText™ solutions. The company is advancing its private cloud with Cloud Service Automation (CSA) and Server Automation.

> **"We centralize and automate. We reduce human error and duplication of effort—and add tracking, reporting and trending. We manage compliance across platforms more productively, with higher business value."**
>
> **CHRISTOPHER MAPES**
> Technical Staff, IT Cloud Services
> Verizon

**verizon**✓

## At a Glance

- **Industry**
  Telecommunications

- **Location**
  United States

- **Challenge**
  Verizon Wireless strives to continuously improve network quality, business agility, competitiveness and customer focus.

- **Products and Solutions**
  Data Center Automation
  Server Automation
  Operations Orchestration

- **Results**
  + Achieve $35 million in efficiency savings over five years through OO
  + Deploy Universal Discovery to 10,000 servers over six weeks vs. nine months
  + Automate, standardize processes eliminating errors, variances and duplicate efforts
  + Reduce MTTR from hours to minutes or seconds

## Results

Using OpenText™, Verizon Wireless realized the following results:

- Achieve $35 million in efficiency savings over five years through OO
- Deploy Universal Discovery to 10,000 servers over six weeks vs. nine months

Verizon continues to realize ongoing benefits using OpenText™ tools, including:

- Perform all systems checks vs. subsets of checks on system subsets quarterly
- Automate, standardize processes eliminating errors, variances and duplicate efforts

- Reduce MTTR from hours to minutes or seconds
- Run 8,000 to 9,000 flows a month
- Gain economies of scale to drive out costs
- Reinvest IT staff time to higher-value projects

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