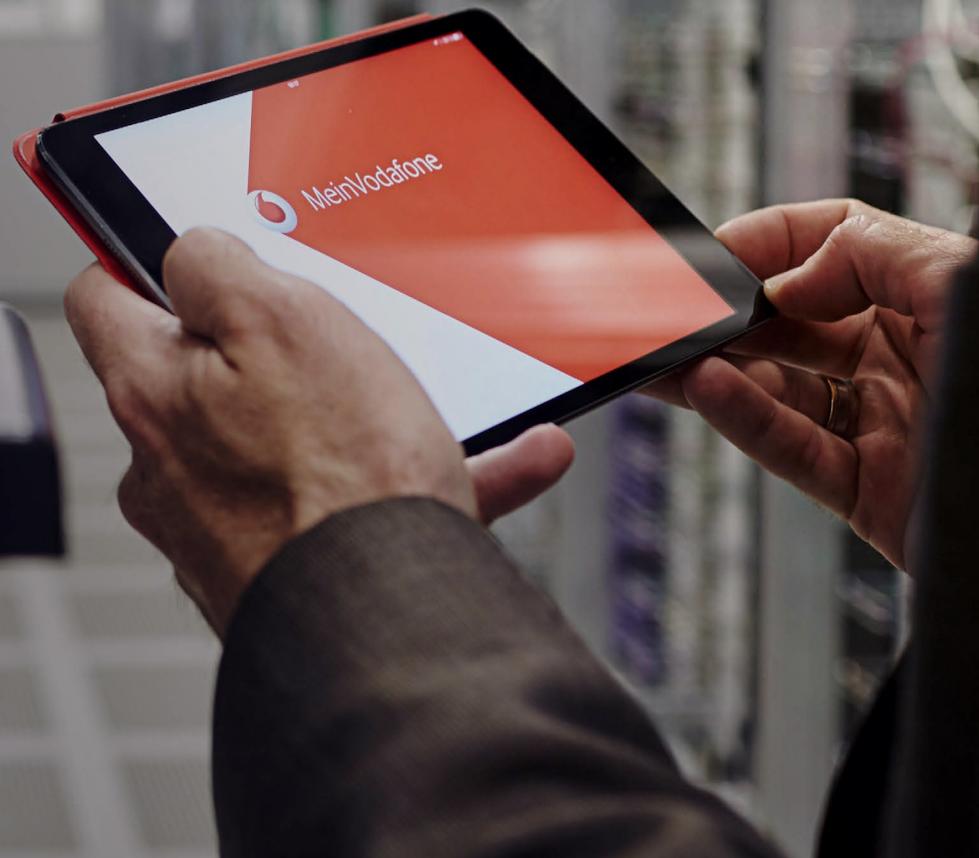
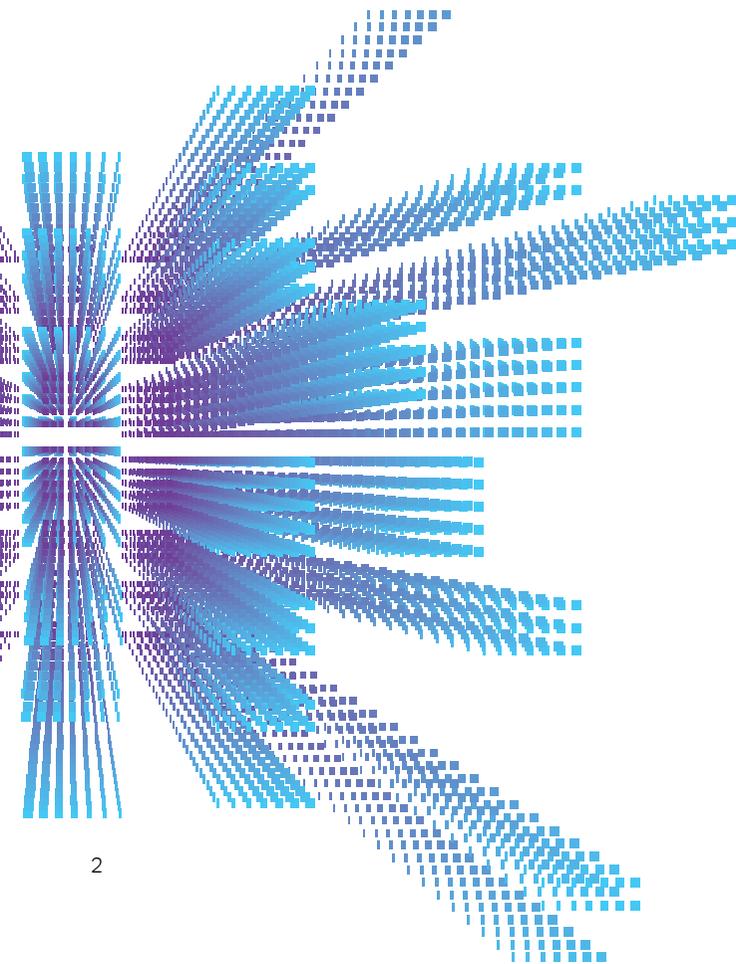




Digital Transformation Customer Journey



Powering Digital Transformation



The rules of business—and public sector—are being rewritten nearly every day as a combination of technology advancements, evolving customer expectations, process enhancements (e.g., digitization), and new business models are forcing executives to rethink their IT strategies.

Fundamentally, most organizations are trying to move faster, have greater agility, secure what matters most, and leverage insights to drive value. These objectives align directly to the four core pillars of digital transformation: Enterprise DevOps, Hybrid IT Management, Security, Risk & Governance, and Predictive Analytics.



**Enterprise
DevOps**



**Hybrid IT
Management**



**Security, Risk
& Governance**



**Predictive
Analytics**

Micro Focus empowers its 40,000 customers worldwide to digitally transform—both within and across these pillars. By delivering enterprise software that bridges the existing and the emerging, Micro Focus delivers on the promise of “smart digital transformation.”

The following customer story is yet another example of how Micro Focus has helped customers run and transform their business at the same time to that end.

At a glance



Vodafone is one of the world's leading mobile communications providers, operating in 26 countries and in partnership with networks in over 55 more. Across the world, Vodafone has almost 444 million customers.

Digital Transformation Pillars

Hybrid IT, Enterprise DevOps

Industry

Telecommunications

Location

Global

Objective

Working together to digitally transform Vodafone IT operations and application testing to deliver superior customer service.

Our Response

Micro Focus Operations Bridge

- Improve root cause analysis and mean time to repair with automated monitoring and remediation across cloud and traditional environments.

Micro Focus ALM on SaaS

- Improve quality and ensure the application delivers expected business value by governing and controlling application lifecycle management activities.

Impact

- Increased user satisfaction
- Accelerated speed-to-market
- Streamlined processes
- Improved application quality

Simplify Your IT Transformation

One of Vodafone's inhibitors to digital transformation was its fragmented operating model, where processes required too many hand-offs, and parties acted in a siloed manner.

Lack of end-to-end visibility

One of the Vodafone sites experienced difficulty around system outages. Alarms would indicate an outage and the team would spend a lot of time and effort to understand whether it was the firewall, a database, or a key application running between different consoles. The potential business impact of an incident was not known and there was no end-to-end visibility into any of the systems.

“Fundamentally, there was no transparency into how IT provides services, and the business had no insight into what value IT provided.”

Mohammed Shata, ITOM Solutions Architect,
Vodafone Technology Shared Services



Operations Bridge: a single pane of glass

To create a single pane of glass through which the entire hybrid IT infrastructure can be viewed, Vodafone looked to Micro Focus Operations Bridge. This provides Vodafone a consolidated, end-to-end view of the environment. Operations Bridge has over 200 tool integrations available, allowing a hybrid IT infrastructure to be monitored by consolidating information rather than rip and replace. In Vodafone's case, central event monitoring draws data from AppDynamics, Dynatrace, VCenter with Cloud Optimizer, Oracle Enterprise Manager, and BMC Remedy. Operations Bridge distinguishes the signal from the noise, and focuses IT operations on root cause, rather than fighting symptoms.

Artificial Intelligence-driven IT operations monitoring (AIOps), leveraging machine learning, is also on the horizon for Vodafone. This will include anomaly detection and predictive analytics for all data types, events, topology, metrics, and logs—with no configuration required.

Close alignment between IT and the business for faster delivery

As a result of the Operations Bridge project, IT is more closely aligned to the business and delivers new services faster. "By automating our monitoring, we are freeing up our engineers for actual development and service enhancements," says Shata.

“Monitoring requests which could take hours to resolve are now managed automatically in just a few minutes. Following the Operations Bridge implementation, we have noticed an alarm reduction of over 70 percent.”

Mohammed Shata, ITOM Solutions Architect,
Vodafone Technology Shared Services



Deliver at High Speed with Low Risk

To digitally transform and increase customer satisfaction, Vodafone also needed to bring innovative ideas to life at the pace their business demands.

Global Vodafone app development from Qatar

Vodafone Qatar's IT department develops new applications to support an ever-expanding business. These include a billing system and subscribers' mobile phone applications. They traditionally used spreadsheets to track application test cases and manage defects during the application development process.

"As business expanded and our IT team grew, testing became more complicated without robust testing software," explains Shinu Thulaseedharan Senior Test and Quality Manager for Vodafone Qatar. "Manually maintaining thousands of test cases and defects on spreadsheets proved difficult. We also lacked real-time reporting about each tester's work, as they operated in isolation. Lack of change tracking and version control exacerbated

the situation, while manually generating daily reports became very time-consuming," he continues. The circumstances degraded Vodafone's knowledge base, lowered software quality, increased time-to-market, and impacted costs.

ALM on SaaS as a powerful, single test repository

Vodafone Qatar consulted with Micro Focus, who had supported previous testing projects. ALM provides a powerful, single repository for Vodafone Qatar's testing team to plan, build, and accelerate the test delivery of reliable, high-quality applications.

"Compared with other testing software on the market, Micro Focus ALM on Software-as-a-Service (SaaS) satisfied all our requirements, came with excellent local support, and offered a distinct cost benefit."

Shinu Thulaseedharan, Senior Test and Quality Manager
Vodafone Qatar





Higher quality applications result in increased user satisfaction

“Deploying ALM has made a significant contribution to improving our testing process,” says Thulaseedharan. “Important data within the testing lifecycle is now in a single place and we can access the live status of every test. Overall, we’ve seen a drastic increase (up to 30%) in the efficiency of testers along with a fall of defects over a period. This significant quality improvement is a result of having a more structured testing process with ALM on SaaS.”

Conclusion

By concentrating on Enterprise DevOps and Hybrid IT Management use cases, Vodafone was able to digitally transform and achieve newfound speed and agility.



Accelerated speed to market



70% alarm reduction



Improved application quality



Increased user satisfaction

