



Customer success stories – A1 Croatia



CLIENT PROFILE

A1 Hrvatska is part of A1 Telekom Austria Group owned by America Mobil and strategic partner for Vodafone, a leading provider of digital services and communication solutions in Central and Eastern Europe. The group is providing a converged offer that includes a combination of mobile, fixed, IPTV and ICT services, and is responsible for serving more than 2 mil customers (residential and business).

INFORMATION

Technology :

GDi Ensemble Vision Network Inventory

Industry:

Telecommunications and Media



IMPLEMENTED SOLUTION

Objective of the OSS transformation at Vipnet was to gain operational benefits and improve agility of customer and service order orchestration by transforming end-to-end fulfilment, assurance, service and resource management processes

BENEFITS

- Consolidation of complex multi-technology and multi-platform fixed-line networks
- Visibility, compliance, and control over network assets revealing network value
- Reducing transformation risks through process automation
- Increasing operational efficiency of workforce as a result of process centric collaboration and process automation