



Swisscom Mobile tailors IT information with Service Desk Intelligence

swisscom mobile

As the leading Swiss mobile communications provider with the best network coverage, Swisscom Mobile offers state-of-the-art technology and outstanding customer service. Swisscom Mobile currently holds a 62% share of the Swiss mobile communications market. The company handles 12 million calls and seven million SMS messages daily for its four million customers.

“A major step towards business and IT alignment.”

Delivering the right information, at the right time to the right person. It sounds as if it's nothing new and in fact it isn't, but it was a challenge at Swisscom Mobile.

Nowadays the whole IT infrastructure is monitored and measured. In a large environment such as at Swisscom Mobile this creates an enormous amount of IT information, a real overflow.

“Looking at all this data -- from a business perspective -- in all these applications, it feels like watching 100 TV channels and nothing is on.” says Mathias Traugott, IT Project Manager at Swisscom Mobile.

Business Process Optimization

As part of an extensive business process optimization and total customer experience improvement project, Swisscom Mobile decided to implement Service Desk Intelligence which allows them to create real-time reports and enables IT governance.

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After a quick and smooth implementation the Key Performance Indicator (KPI) framework was defined. With this framework Swisscom Mobile now has a clear overview of history and trends of many important areas of its IT environment.

The results so far are very positive, thanks to the Service Desk Intelligence executive dashboards, Swisscom Mobile is able to timely detect the pain points and with this knowledge make the right changes so internal processes are continuously improved.

“The visibility of trends to us is very important, says Mathias Traugott, it gives us the power and ability to change. Service Desk Intelligence is a solution that offers us alignment and control. Now we are all watching one TV channel and something interesting is on, this is a major step towards business and IT alignment.”

About Westbury

Founded in 1998 by 3 former HP Software employees, Westbury has established itself as a leading provider of Service Management Optimization software and services for the HP ITSM platform. Our certified solutions enable IT organizations to drive continuous improvement of their service delivery capabilities which results in increased insight in the value of IT for the business, improved IT processes (efficient and effective) and higher customer satisfaction.



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