

High performance. Delivered.

Accenture helps KPN to reduce
downtime and business impact
on business critical applications

By implementing the Monitoring Model and 24/7
operational Command Center

KPN is a leading supplier of ICT services. It serves a large number of diverse customer groups at home and abroad with their wide range of products and services under various brands: from prepaid call services in the US to interactive HD television in the Netherlands.

KPN is the largest telecom and IT service provider in the Netherlands. Their network is Dutch to the core. They have a clear mission—to help the Netherlands move forward through that network.

KPN facilitates personal contacts. Their technology enables the Netherlands to move forward. They do this on the basis of a strong vision, established in everyday activities for more than a century.

Business Challenge

In 2014, KPN wanted to better and have a more mature monitoring in place as an operational improvement for its business chains. KPN and Accenture designed a multi-steps monitoring roadmap together, leading to the implementation of an improved technical monitoring solution, including event management up until the creation of a centralized 24/7 Command Center. The strategy was to reduce incidents and downtime by preventing customer and business impact on the critical BSS applications like Siebel CRM, Fusion, Cordys (Orchestration), BRM (Billing), GX (CMS), Intershop, OBIEE, MS Customer Care Framework (a.k.a. agent desktop).

The principles behind it were to:

- Improve stability and performance of the IT services offered to KPN's customers
- Institutionalize continual improvement of the monitoring solution to support an ever changing environment
- Develop an integrated framework covering people, process and tool aspects
- Favor standardization over customization when selecting tools and solutions to reduce maintenance costs
- Leverage KPN's licensed tools currently in use in favor of acquiring pragmatic tools
- Practical approach: First focus on activities that provide quick(er) results to maximize output

KPN chose Accenture as its managed services provider in a streamlined, sole-source procurement due to:

- Their strong relationship based on superior performance over the years, successfully demonstrated capabilities, and recommended practices in Oracle BSS for Communications
- Accenture's Application outsourcing excellence

In January 2015, KPN added extended 24/7 support of the Command Center to the existing BSS maintenance contract until its end in 2017.

High Performance Delivered

Through its work with Accenture's solution, the client achieved higher quality and predictability in their domain as well as increased focus on preventing incidents via 24/7 monitoring. As a result, an integrated future-proof monitoring solution was delivered, supported by event management processes and a 24/7 Command Centre that supports several technologies like Oracle, Linux and Microsoft across several layers of the landscape (Server, OS, Database & Applications). So far, this has resulted in preventing more than €7 million in 4 months from business impact/damages, post project completion. With the Command Center in place during the evenings and nights, incidents are prevented that would otherwise cause business and/or customer impact during evenings and nights and/or the next day during the business hours.

How Accenture Helped

Accenture's monitoring solution included the setup of a monitoring model, blueprint and catalog and the implementation of monitoring rules, upgrade of the existing monitoring solution and the setup and implementation of the command center and embedding its processes to the regular Application Outsourcing services.

To help the client realize its objectives of achieving high performance, Accenture's monitoring solution addressed the technical aspects but also the organizational and process aspects, to ensure the integration with daily operations. This consisted of:

- Designing the monitoring roadmap with its components of a monitoring model, blueprint, catalog, event management processes and command center
- Developing a monitoring model with different levels to grow in maturity
- Designing the monitoring blueprint giving a visual view of the monitoring catalog and showing with monitoring tool to be used when future scope is added
- Defining the monitoring catalog that contained as-is and to-be configured monitoring rules (>3.000) including their thresholds and alerting
- Designing and realizing an improved setup of the existing monitoring platform, making it future proof, maximizing its intelligence and automated discovery and provisioning and minimizing its required maintenance or development
- Upgrading the existing monitoring platform to its latest version to support the monitoring goals
- Technical implementation of all the monitoring rules (>3.000) of the monitoring catalog; extracting and implementing templates and configuring systems and services while maximizing automated handling and minimizing maintenance
- Designing the 24/7 Command Center including its mission, processes, governance, daily operations and implementation plan
- Implementing the 24/7 Command Center and training its resources on the technical, organizational and process aspects

Project Snapshot

Accenture helped KPN in the Netherlands in reducing downtime and customer/business impact by preventing incidents on the applications. A monitoring roadmap and framework were designed in order to implement mature technical monitoring on the business applications on the levels of infrastructure (L1), applications (L2), interfaces (L3), component functionality (L4) and technical KPIs by using Oracle Enterprise Manager (OEM). After the implementation of this monitoring in OEM, the monitoring was centralized in the Command Center that is responsible for 24/7 monitoring on the applications. So far, this has resulted in preventing more than €7 million in 4 months from business impact/damages, post project completion.

Business Challenge:

KPN wanted to have more mature monitoring in place in order to prevent incidents and reduce downtime.

How Accenture Helped:

- Handled end-to-end responsibility to design, implement and maintain the configured OEM monitoring rules
- Implemented a smart administration groups framework in OEM for KPN in order to support auto discovery
- Helped KPN in centralizing technical monitoring to one simplified out-of-the-box tool
- Implemented governance and operations for daily monitoring in the Command Center
- Took the lead and helped KPN upgrade to OEM 12cR4

Technology Components:

Oracle Enterprise Manager

Why Accenture:

- Strong relationship with KPN based on their superior performance over the years
- Successfully demonstrated capabilities and recommended practices in Oracle BSS for Communications

Engagement Scope:

- 24/7 Monitoring (application maintenance)
- Managed Services (application maintenance)
- Transformation

Services Provided:

- 24/7 Monitoring (application maintenance)
- Managed Services (application maintenance)
- Project Management

High Performance Delivered:

- Minimal impact by preventing incidents in the BSS domain, and increased focus on monitoring and alerting
- Prevented more than €7 million in damages in the first 4 months
- Improved and matured technical vertical and horizontal monitoring with one central tool
- Delivered and running a 24/7 hours operational Command Center to prevent incidents on critical business applications

Project Staffing/Delivery Centers:

- 5 FTE onshore and 5 FTE offshore
- Netherlands (50 percent) and India (50 percent)
- Engagement timeframe: June 2014 – March 2015

Key Success Factors:

- Collaborative environment and vision
- Using the right resources with high expertise on OEM
- Using advanced industry technology

About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world's largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 394,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

Contact us

To learn more about how Accenture can help your company achieve high performance by application outsourcing, implementation of Oracle solutions and the monitoring model.

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