

Finger print Consultancy optimized Qtel infrastructure and corporate strategy through implementing HP software ITSM solutions

Qatar Telecom (Qtel) Q.S.C. is the leading telecommunications service provider for the state of Qatar. Operating in 17 countries and with 57.5 million consolidated subscribers, the company delivers landline, mobile, cable television, internet and data services to homes, businesses, corporate organisations and governmental customers across the Middle East, North Africa, the Indian subcontinent and South-east Asia.

Like all major communications and media organisations, Qtel's 17 businesses rely heavily on IT to support their day-to-day activities. In Doha, Qatar's capital, Qtel operates a call centre and two data centres; one is a production site and the other is for disaster recovery purposes. An infrastructure comprising of several HP BladeSystems with 250 HP ProLiant BL460 c-Class server blades and various HP storage devices, manages numerous applications and databases. A dedicated team of professionals deliver IT services, ensuring that the infrastructure functions effectively.

"We had to shift our resources to a higher operational level by implementing new technologies and gathering more information; our staff could then perform their duties more productively. They also required more challenging work rather than repetitive, time-consuming and inefficient manually-driven tasks. This would make the department proactive, not reactive. We needed a fully automated IT engine."



"HP's methodology and professional approach offered a combination of solutions that matched our BTO strategy well, HP made a thorough assessment of the costs, the risks involved, the potential rewards and conducted a proof-of-concept, which ran perfectly. We have worked with HP for a long time, admire its reputation and regard it as an important strategic partner."

Salman Al Mannai,
IT Director, Qtel

Qtel decided to implement a three-year BTO strategy in four phases. The first phase covers The company approached a number of organisations including the Mannai Trading Company, a local HP Preferred Partner, to discuss its requirements for phase one of the project.

In Fingerprint opinion, Qtel needed to improve IT operations, administration and service desk productivity, systems availability, service levels, service level management and customer satisfaction levels. Moreover, to reduce operational costs, it had to consolidate and standardise its IT infrastructure.



“The FP consultancy team were professional and very knowledgeable of the Service Manager suite of products. They worked very closely with our teams throughout the project and supported us after Go Live to ensure a smooth launch of the Service Desk, Incident and Change Management tools within SM.”

Farhan Atiq,
IT Process Specialist, Qtel

The fully integrated Fingerprint solution

Fingerprint solution involved integrating HP Service Management Center solutions with existing HP Business Service Management solutions, namely HP Operations Manager and HP Network Node Manager.

To eliminate routine time-consuming operational tasks within the data centres, Fingerprint recommended automating major server, network and storage errands. HP also suggested implementing Information Technology Infrastructure Library (ITIL) v3 and ITSM through closed loop service management. This approach aids catalog-based service request management, lowers the number of user requests and automates dynamic configuration updates and problem management, which previously created repeat incidents. Furthermore, it automates integrated configuration and asset management.

The service Management Center part of the solution primarily consists of HP Service Manager 7, a comprehensive and fully integrated IT Service Desk suite that decreases problem resolution times. The suite contains six Foundation components, a Universal Configuration Management Database (uCMDB), a Help Desk and a Configuration Management module to document the attributes of each configured item within Qtel's infrastructure. The Help Desk comprises several application modules to manage calls, change, incidents, problems, end-user interactions (self-service ticketing), service levels, service desk requests and scheduled maintenance. Moreover, it incorporates Knowledge Management and Service Catalog self-service modules as well as HP Discovery and Dependency Mapping software, which provides Qtel with a clear view of the relationships between its applications and infrastructure.

Increased Productivity and Quality of Service

Qtel expected. Fingerprint Professional Services designed and deployed the solution, then provided knowledge transfer for the Qtel team. HP Education Services provided onsite training. Today, server roll-out, for example, now takes about four hours rather than two weeks; releasing 99 per cent of the staff's time for more productive work. The Service Management Center solution is boosting service availability, problem response times, service desk support, and service and customer satisfaction levels. A Return on Investment (ROI) of 128 per cent is forecast over 17 months.

“SM also allows us to link incidents with changes helping us in getting to KPI's such as what changes caused incidents and what incidents needed changes to fix them”

Farhan Atiq,
IT Process Specialist, Qtel

