



**KIUWAN
SUCCESS STORY**

Telefonica



BACKGROUND

As part of the transformation processes that have been carried out for the Telefonica group, the Application Maintenance Office (AM Office) was launched. It gives service to the local Telefonica Operators in the LATAM Region: Argentina, Brazil, Chile, Colombia, Ecuador, Mexico, Peru and Venezuela. The Office is responsible for managing the maintenance of over 1,000 applications covering more than 20 different technologies (Java, Mainframe, SAP, Microsoft, Oracle ...), to ensure the quality (maintainability, efficiency, reliability, portability...) of the developments, and measure productivity and compliance from providers with regards to their SLAs.

CLIENT
TELEFONICA

REGION
ARGENTINA, BRAZIL, CHILE,
COLOMBIA, ECUADOR,
MEXICO, PERU & VENEZUELA

INDUSTRY
TELECOMMUNICATIONS

Telefonica

BUSINESS NEEDS

- Unify the implementation and monitoring of the providers SLAs (Service Level Agreements) within the whole region.
- Ensure the quality of the deliveries of the applications and compliance with SLA.
- Standardization and automation of the levels of quality of the applications without exerting any overload in the lifecycle, applying industry best practices for each of the technologies.
- BSC (Balanced Scoreboard) with consolidated data for each local Telefonica Countries' Head office and for the entire region plus the health status and technical debt of each of the applications.
- Activity report on the behavior of each provider (productivity), combined with the state of each delivery in the different stages.

FIGURES

OVER
1000
APPLICATIONS

20+
TECHNOLOGIES

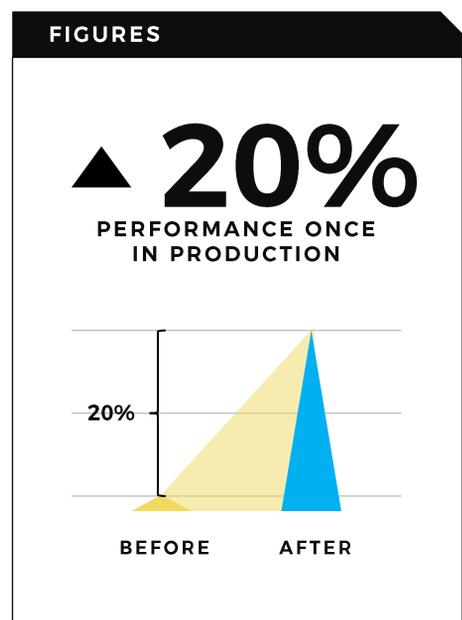
SOLUTION

Telefonica relied on Kiuwan's technology and expertise to create an AM Office based on a market product that allows performing an Enterprise Software Analytic of the applications and provides the results in an appropriate style to meet the needs of each stakeholder of a large corporation such as Telefonica.

With Kiuwan it is now possible to:

- Standardize the measures of quality with an executable set minimal model, common to the entire region of LATAM, which gathers the specific needs of each Countries' Head office and applications.
- Have an initial idea (baseline) of the state of quality of the applications and associated technical debt, based on standard market best practices.
- Obtainment of a specific plan of action that improves the quality for each of the applications.
- Automatic and integrated analysis in the lifecycle. Status of deliveries and reports of defects and specific vulnerabilities introduced in each one. As well as this, each Countries' Head office has automatic reports with the estimated effort of correcting defects that allows them to then negotiate with suppliers.

- Establishment of an automatic countable contractual SLA on delivery of the applications, based on measured levels of quality, enforcing suppliers to adhere to it.
- Automation of the calculation of the rest of the Regional AM RFP SLAs and integrated within a Balanced Scoreboard
- Analysis of the provider's behavior, productivity, quality and delivery deadlines in an automated manner.



BENEFITS

- Unbiased status of applications, each of the deliveries and the performance of the supplier on each application, based on market standards.
- Creation of an automatic certification with each delivery recommending of their acceptance or rejection based on the defects and vulnerabilities introduced.
- Creation of an automatically measurable SLA, linked to the quality of deliveries, applied to suppliers.
- Through the control of applications and providers, Telefonica LatAm achieved an improvement in the quality of their applications which resulted in an increase of up to 20% in the performance once in production.
- Automation and standardization of calculation of providers SLAs throughout the region.
- Scoreboard of applications, deliveries, suppliers and classifications of the applications.
- Objective information that assists in the negotiations with software providers.

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