



CUSTOMER SUCCESS STORY

Telefónica





ABOUT

Telefónica, is a Spanish global telecommunications organization, headquartered in Madrid, Spain. It is one of the world's largest telephone operations and mobile network providers. Through their extensive operating network, they provide fixed and mobile phone technology, as well as, broadband and subscription television. As well as the Telefónica brand, it also trades through subsidiaries including: Movistar, O2 and Vivo. Operating in 20 countries with an extensive development team, Telefonica has a deep requirement for application security.

CLIENT	REGION	INDUSTRY	BUSINESS NEEDS
Telefonica	LATAM	Telecommunications	Extensible API, Application Security, Integrated DevSecOps.

NEED

The Telefonica LATAM development team recently expanded to manage and maintain over 1000 applications that cover over 20 different technologies including: Java, Mainframe, SAP, Microsoft & Oracle. To ensure the quality, security, efficiency and reliability of their applications, the development team sought to create rigid measurement protocols to stay in compliance and monitor application security across their organization.

Telefonica primarily wanted to unify the implementation and monitoring of their SLAs within the whole reason, ensuring the quality of deliveries of the applications and compliance with SLA. They looked to Kiuwan to develop a standardized, automated approach to the quality of their applications without exerting overload in the development lifecycle, allowing the maintenance of best practices and compliance.



Customer Testimonial

"With Kiuwan we have achieved improvement in quality of our applications and increased performance by 20% in our production environment"

- ALEJANDRO MEDINA



SOLUTION

Telefonica relied on Kiuwan's technology and expertise to create an approach that allows performance of an enterprise software analysis of their applications across the globe. This has provided their team with the results in a clear, convenient manner that allows each stakeholder to maintain visibility on key issues and remediate as needed.

Within their Kiuwan implementation Telefonica now has the ability to standardize the measurement of quality within an executable model designed based on their needs.

Additionally, their team is now able to develop action plans to develop a baseline on the quality of applications and the associated cost, technical debt and time requirements.

Kiuwan is also automated within their development process, allowing their team to see the status of deliveries and reports of defects surrounding specific vulnerabilities.

HOW TELEFONICA USES KIUWAN:

- To achieve unbiased status of their applications and the performance of every delivery, for every application across the globe.
- For the creation of an automatic certification with each delivery, providing recommendations based on defect & vulnerability rules.
- To automate and measure SLA as linked to the quality of deliveries and associated suppliers.
- To enable control of applications and providers across their network of operations.
- In order to generate objective information about applications that assist in the decision making process & negotiations with software providers.

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