

## Acuma Helps Vodafone in the Delivery of a Large Scale, Strategic IT Initiative



**The importance to Vodafone of a strategic approach in delivering IT services to support business growth and new, innovative services is critical. Acuma helped Vodafone to deliver a new consolidated infrastructure running applications, users, data and services - all on time and to budget.**

### Business Challenge

Vodafone has maintained a strategy of focusing on global mobile telecommunications and providing network coverage to allow its customers to communicate using mobile products and services. The importance to Vodafone of a strategic approach in delivering IT services to support business growth and new, innovative services is critical. It is vital that the right platforms are available when required to support the introduction of new applications, or the upgrade or running of existing applications, as they are needed. As platforms become more complex, and support multiple applications, it is essential that planning and delivery of these solutions be achieved in good time to meet the business needs.

Vodafone UK's end-user and office based infrastructure was built over a period of years in seven separate companies that have subsequently merged. Systems had therefore been implemented on a tactical project-by-project basis, leading to unnecessary complexity in IT operations and support. This in turn was increasing the associated costs of technology investments that were made.

Business risk was escalating as many live data services and applications were not being deployed to a managed data centre environment. For example, new project teams would often buy new servers for their development work rather than looking to utilise existing centralised resources. This complexity increased the risks associated with supporting and managing Vodafone's services – risks that were growing and becoming harder to manage as the infrastructure expanded.

Vodafone was approaching a critical point where control over its services was decreasing at the same time as these services were becoming crucial to the business. The business was also picking up the high manpower costs of supporting this complex environment.

The last few years have also seen a proliferation of NT based applications, data systems and services and this growth is set to continue as the platform matures to host enterprise services. Vodafone was also seeing a need for more customer facing application servers to meet the increasing business focus on New Product Development (NPD).

*"Making this happen was a mixture of Acuma's specialist knowledge complemented by 'a roll the sleeves up and get the job done attitude'."*

Doug Colvin, Project Manager, Vodafone

### The Solution

Given its challenges, Vodafone decided to create a project to consolidate its NT Server and Storage platform. The business objectives of the project were: to increase capability for new product development; to reduce business impact by increasing resilience and introducing service levels to;

- Increase operational efficiencies and effectiveness.
- Generate both capital and operational savings.

Following a tender process, Acuma – an Approved Supplier of Professional Services to Vodafone – was chosen to facilitate the complex migration of application services and data within this project. Reporting to the Vodafone Project Manager, Acuma was responsible for the identification, analysis, planning and migration of applications, data, users and services residing within the current environment.

Specifically, Acuma was contracted to review each service, evaluate any dependencies that it had, determine if it was possible to migrate that service into the new infrastructure and, if so, what activities were

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required to get it there. From this position, Acuma would then appraise the potential cost and return on investment of each task in order to achieve maximum benefit for minimum project cost. Acuma was then contracted to manage the process of carrying out those activities and managing all of the internal change control and user communication processes required.

### Business Benefits

Over the nine-month project duration, and delivering more than 2600 man-days of effort, Acuma helped to deliver a new consolidated infrastructure running applications, users, data and services. Importantly, this activity and the deliverables were delivered on time and to budget.

Specifically, Acuma helped Vodafone achieve:

- An increased capability for NPD through the rapid deployment of infrastructure to host new products and services and a flexible, scalable architecture enabling product growth.
- Reduced business impact by delivering intelligence three times faster than previously; the provision of data centre level support; and a significant reduction in both the complexity of the infrastructure and the physical number of servers.
- Operational efficiencies and effectiveness through a reduction in IT Support overhead; centralised infrastructure management; common infrastructure, standards and operational practices; and increased disk space utilisation facilitating significant future cost avoidance.
- Cost reduction through savings in maintenance costs, software licensing, a reduced footprint, power and space utilisation.
- Cost avoidance in future infrastructure project via a reduction in future upgrade costs and buy-back options on the old infrastructure.

*The work Acuma has done for Vodafone has meant, for example, that new projects within an NT environment are now rolled out within weeks rather than months.*

*Making this happen was a mixture of Acuma's specialist knowledge complemented by 'a roll the sleeves up and get the job done attitude'. They strategically advised on this project and then delivered. A combination that makes them one of our trusted suppliers."*

Doug Colvin, Project Manager, Vodafone



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