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Success story

Telenor

Industry

- Telecommunications

Solutions

- HR Shared Services
- Smart Process Apps



Telenor implements a consistent approach to service centers with OpenText

Improved service delivery and support processes increase customer satisfaction at Telenor

Results



Increasingly efficient processes and consistent, cost-effective administration and communication with users, customers and suppliers



Improved accuracy, response times and customer satisfaction

"Every shared service center now has a common support apparatus with integration running across underlying business systems."

Astrid Haukus
Project Leader
Telenor



Telenor Group is one of the world's major mobile operators with 148 million mobile subscriptions. With mobile operations in 11 markets, they were looking to encourage the collection and contribution of issues from their global offices for easier call logging, routing to relevant teams and effective call management by experienced customer service agents.

Service delivery and the product

Prior to working with OpenText, Telenor experienced an inconsistent approach to process, administration and communication across all three of their service centers, so IT Director, Svein Hilding Aasen, launched a project to replace a large number of manual, time-consuming processes and a suboptimal support system with the introduction of efficient service delivery and support processes.

The HR service center, for instance, had previously communicated via phone or post and had no consistent way of logging and handling customer calls. The IT support teams and service center were without one common solution across the department, making it difficult to log, categorize, and route calls and meet Service-Level Agreements (SLAs).

Additionally, inside Financial Services, there had been a long-standing requirement for a single point-of-contact; a web-facing customer portal. The solution needed to be accessible for everyone within Telenor to use globally with the aim of simplifying administration and improving communication. Based on these challenges, Telenor began a project to improve the facilities, processes and systems across its service centers.

The start of process efficiency

Telenor began an internal analysis to identify their processes and challenges. The purpose of this was clear; more efficient processes and consistent, cost-effective administration and communication with users, customers and suppliers. Telenor needed to engage a vendor and con-

tractor who could offer a flexible and scalable service desk solution as well as deliver guidance and advice for implementing intelligent Business Process Management (BPM). Three vendors were shortlisted, with the final work awarded to OpenText and its Norwegian partner, Vivento.

Svein Hilding Aasen had a desire to get rid of time-consuming and messy support processes consisting of unnecessary manual activities and dependencies. OpenText provided the solution.

"Cooperation with OpenText and Vivento has worked very well," said Aasen. ***"Their consultants are both competent and experienced, have good understanding of the customer challenges and stay focused on the goals of the project."***

The results

Telenor Project Leader, Astrid Haukus, has led the development of the new service desk solution and said, ***"We have experienced that there are two types of processes in an organization; the ones that improve and the ones that get worse over time. The latter is always the case if you don't secure the necessary process understanding, ownership and modeling, and recognize that continuous improvement of the processes is a part of business elements."***

"Along with the revitalized and robust processes, the new service desk for Telenor has been deployed and is accessible globally. Subsequently, every shared service center now has a common support apparatus with integration running across underlying business systems," Haukus said.

Haukus also believes that over time the solution will cause an improvement in response times, reduction in issue handling and improved accuracy and customer satisfaction. Both Haukus and Aasen agree that the OpenText solution has addressed the challenges they previously had with dependency, follow up, automation, resource management and costs.



About OpenText

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