

Telefónica

Digital Transformation Journey,
based on Full Stack



an NTT DATA Company



Telefónica

Telefónica

Digital Transformation Journey, based on Full Stack

What was needed?

Telefónica – Digital Transformation Journey, based on Full Stack

In the context of an increasingly complex market for telecommunications carriers, Telefónica readies itself to be a player in the new digital age with a transformation process that begins with overhauling its systems and process map based on a mature market solution.

Telefónica

Digital Transformation Journey, based on Full Stack

Our challenge



an NTT DATA Company

Our challenge

- Launch a large-scale transformation process in 12 different companies simultaneously.
- Devise a plan that provides results to all segments and product lines.
- Ensure that the organisation is able to undertake these types of projects, stressing the need for a global area to set guidelines and act as a point of reference for all operations.
- Coordinate multiple projects simultaneously, such as network IT, where the main technology piece is a large market vendor but there may be more than 30 other projects that need to be managed at the same time.
- Ensure the technical and operational viability of the carrier's new solutions.
- Implement a new operating model and relational model between the business areas and the systems areas.
- Manage large market vendors to influence the product evolution roadmap. Ensure compliance with the assumed business cases.
- Enable a model for reaching the end customer that guarantees compliance with digital values using a new relational model and new channels of interaction such as mobile.

Telefónica

Digital Transformation Journey, based on Full Stack

Impact

Impact

- Our role was focused on providing the leverage for the carrier to meet the challenges it faced with a team of more than 300 consultants working on projects with the business and IT areas.
- Oversight of the integration between the full stack systems and the carrier's legacy systems to ensure the interoperability of the solutions and the quality of the software delivered, both globally and for the different operations.
- Active and relevant role in the development and consolidation of the process standardisation office, obtaining TMForum certification of Telefónica's Global Process BluePrint and development of a business needs analysis methodology based on Customer Journeys. Active involvement in the corporate business areas involved as well as Telefónica's global architecture area to achieve a consistent e2e vision of the different levels of the business architecture: Strategy, Processes and Applications.

Telefónica

Digital Transformation Journey, based on Full Stack

Results



an NTT DATA Company

Results

We contributed in a variety of ways to achieving the best possible plan for each phase of the programme:

- Functional validation of more than 1,000 capabilities of the business process and requirements solution and identification of 15% of the missing functionalities in the functional design phase.
- During the construction process we validated the alignment of more than 500 functionalities between deliveries of the full stack and the supplemental systems with which they were integrated. By implementing SOA governance, the effort cost in the construction of integration services was reduced by 20%.
- During the testing phase, more than 300 end-to-end test case and associated processes were traced, which contributed to a pass rate of more than 95%. In addition, the status of 10,000 test cases per country was monitored and controlled between integrated and user tests and regression test times were reduced by 20% thanks to the process-orientation of the Testing Management Office.
- In terms of deployment, we achieved a quality of 99.5% in terms of alignment in legacy quality migration to Fullstack.

Telefónica

Digital Transformation Journey,
based on Full Stack



an NTT DATA Company



Telefónica