



\$183,000 saved annually

86 servers eliminated

Improved incident/change processes



Telefónica Global Technology

INDUSTRY

Telecommunications

CHALLENGE

Gain visibility into the mid-range environment, and enable staff to reduce costs, optimize capacity, and improve incident and change management.

SOLUTION

BMC Discovery for Multi-Cloud and BMC CMDB eliminate cumbersome manual tasks and share data with Remedy Service Management Suite, increasing productivity and cutting costs.

Telefónica Global Technology's digital transformation increases efficiency while slashing software, infrastructure, and energy costs

BUSINESS CHALLENGE

With over 329 million customers worldwide, Telefónica is one of the largest telecommunications companies in the world. To meet changing customer expectations and generate new revenues, the company is going digital. Telefónica Global Technology (TGT), the global IT operations and management division for the company's operations in Argentina and other countries, is driving the digital transformation with efforts such as automating discovery and dependency mapping to gain in-depth visibility into the mid-range computing environment that runs core business systems.

BMC SOLUTION

BMC Discovery for Multi-Cloud captures IT asset data and stores it in the BMC Configuration Management Database (CMDB), where it is available for Remedy Service Management Suite to support reporting as well as incident, problem, and change management.

BUSINESS IMPACT

Discovery for Multi-Cloud provides robust data to enhance decision making related to technology refreshes, consolidation, virtualization, asset lifecycle management, and capacity planning.

- Improved software asset management helped the staff identify and retire unused software, saving \$75,000 annually.
- Visibility into the infrastructure helped eliminate 86 servers, saving \$7,900 each year for every 10 servers eliminated and reducing annual energy costs by \$40,000.
- Automated discovery populates the CMDB, providing reliable, complete data to speed incident resolution and streamline change management processes.

"Discovery for Multi-Cloud gives us an accurate picture of our assets so we can identify cost reduction opportunities and confirm that what the outsourcing provider charges us reflects the number of assets that make up our computing environment," says Fernando Zangari, senior manager, production architect.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.