

KPN

Customer intimacy is vital to KPN. So is growing to stay on top.

ABOUT KPN

KPN provides fixed and mobile telephony, Internet, TV and data traffic/management, and the management of ICT services to customers across the Netherlands and Belgium.

WHAT KPN NEEDED

With over 38 million satisfied clients, KPN had a strong presence in the market. But they had their share of challenges. For one, the demand for telecommunications was increasing. Everyone wanted a piece of the pie. At the same time, phone calls were cheaper and fewer people used fixed lines. To stay on top of things, KPN needed to grow. The company had to modernize; offer new services and radically change operational processes in a way that justified costs and improved service quality.

THE CHALLENGE

KPN began to look at areas to improve. It became clear that the most tangible benefits would come from outsourcing all activities that were not part of KPN's core business. Every minute that employees spent on tedious tasks was a cost that could be saved. Especially if these tasks consumed management attention that could be better spent on core business activities.

OUR ANSWER

KPN chose us as its application management provider for the Network Information domain. A trusted partner for thirty years, we have developed many mission-critical systems for them. As KPN's Paul van Hoogmoed puts it, "outsourcing to (former) Logica, now part of CGI, would provide us with the level of quality and support we needed."

More than fifty IT applications from the Network Information Management domain were outsourced. These included network administration and geographical information on network elements in the Wholesale & Operations (IT4W&O) area. An important part of the deal was to move twelve employees

CASE STUDY

"CGI is a proactive, long-term partner that has delivered value beyond cost savings. Ultimately it is improved quality and productivity that helps us meet today's challenges."

Paul van Hoogmoed
Manager, IT4 W&O Network Information
Management/Wholesale Billing &
Mediation
KPN IT Nederland

into CGI. The entire process from transfer to transition to service delivery was achieved seamlessly.

Handling many different applications and doing it well is not easy. Together we worked out a plan such that activities would be divided and managed among different parts of the same blended delivery team; from the location that was most suitable and cost-effective.

For example the team in Bangalore would pick up an incident and hand it over to the Dutch team if local interaction was required to solve the problem.

This kind of delivery was practical. KPN could focus on the total performance of the delivery chain from a business perspective; while we took care of the resolution times of application incidents according to and exceeding the agreed service levels.

A SUCCESS STORY

KPN is benefitting in many ways - from the quality improved to the costs saved, and resources freed up.

While we are managing their applications:

- KPN's processes work more efficiently because service delivery has improved and costs less.
- KPN's employees have been smoothly transferred; they have a clear pathway for career progression.
- KPN enjoys excellent and regular communication with us; we pro-actively seek opportunities for further cost savings and service improvement.

WHY CHOOSE CGI

We're both global and local. We've helped companies of all sizes move out to low-cost locations like India and Morocco, while remaining close to our client. (Wherever you want to go, we have an office nearby.) And we can help you lower your costs, beat the language barrier and avoid cultural misunderstandings.

"Sending our application management out has helped us achieve our overall corporate goals. We see CGI as an essential partner in helping us do this and benefit from their expertise."

Paul van Hoogmoed

KPN IT Nederland