

Redwood Business Solutions

Making complex processes easy to manage.

At A Glance

Industry

- Telecommunications

Environment

- Unix servers (Tru64, Solaris, AIX)
- Windows server
- Oracle 9
- SAP® R/3® & SAP BI

Key Challenges

- Improving security through secured scheduling methods
- Time-driven job control

The Solution

- Cronacle 6.02 for a single point of control
- Integration with Clarify
- Redwood Software Professional Services

Key Benefits

- More efficient use of resources
- Improved efficiency
- Better control of job scheduling

T-Mobile

T-Mobile gets more than it expected thanks to Cronacle™ and Redwood's expertise

T-Mobile provides mobile telephone services, including network operations, subscriptions, phones and accessories to more than 2 million business and private customers in the Netherlands. In the business of mobile communication, IT has become the heart of the organization. The IT infrastructure - including the network, billing, and statistics for marketing and management - plays a crucial role in the success or failure of business operations. A single hitch in the information flows would immediately result in lost revenue, because whatever happens internally, the show must go on. Which means that customers can always make phone calls, even when the billing department can't generate a complete invoice.



During the first half of 2004, T-Mobile's alarm bells rang after experiencing the drawbacks of inefficiencies in its existing IT Operations. System environment functionality didn't meet the business requirements, there were exposures in the security systems and job control had been implemented using time-driven schedules, causing excessive idle time in valuable systems and gaps in information provision. Moreover, the benefits of IT systems and their importance to the performance of the business remained invisible, causing low levels of involvement from staff and management.

"The key factor to our success was team work between T-Mobile and Redwood. While T-Mobile's technicians were very skilled in system engineering, the consultants from Redwood added value with their detailed knowledge and experience of Cronacle."

Mike Chung
Project Manager, T-Mobile

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First Half of the Solution: Cronacle

In other words, an ideal challenge for Redwood to show and pave the way for optimization. A new version of Cronacle was a plausible and prime factor in the solution. Its event-driven job scheduling now ensures continuous and reliable processing of some 10 thousand jobs (which will rise to about 35,000 jobs in the near future) on approximately 100 systems and servers, resulting in 24/7 system productivity, up-to-date information for management, data warehouse, marketing and accounting departments. In addition to its extensive standard features, the Cronacle implementation at T-Mobile includes an integrated version of Clarify, which ensures further improvement of overall business process control. As a result, no revenue is lost due to gaps in information required for billing.

Cronacle has also made drastic improvements in security facilities. In the old situation, all passwords were hard-coded, allowing easy access to practically all business-critical systems. In the new IT environment, passwords are separated, and systems can only be accessed by designated persons.

Moreover, Cronacle's operation requires less staff due to extremely fast error recovery and resolution, clear procedures, proper training and documentation, as well as improved transparency, continuity and reliability.

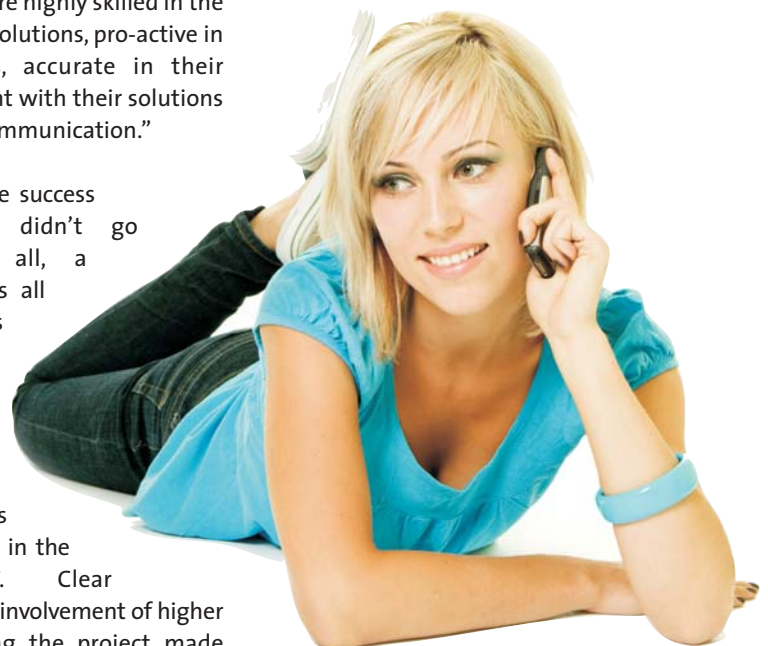
The Other Half: The Team Involved

However, Cronacle's excellent functionality was only part of the solution. Equally or even more important was the human element, the qualities of the specialists involved. Mike Chung, T-Mobile's manager for the project, describes the human element as follows: "this project owes its success to the quality of the consultants involved: their expertise, their skills and their involvement. All team members, including two Redwood consultants, fully applied themselves right from the start of the project. They were highly skilled in the field of scheduling solutions, pro-active in contributing ideas, accurate in their analyses, to the point with their solutions and clear in their communication."

Mike continues: "The success of the solution didn't go unnoticed. After all, a solution that meets all requirements, shows no downtime since its initial implementation and suffers no delays in the project's planning is practically unknown in the world of IT. Clear communication and involvement of higher management during the project made

sure the entire organization heard the news and became interested. So other departments jumped on the bandwagon. While the project was ongoing, the network department came to us with their problems, and we could practically resolve them immediately. Using the same team and the same solution. Which meant that T-Mobile received substantially more value with relatively few extra expenses. That's value for money and that's what you call an ideal solution."

Mike Chung is very clear about the reasons for choosing Redwood above two other candidates: "T-Mobile had been working with Redwood for years and had excellent experience with the qualities of Redwood's consultants. We trusted them, they were thorough in their approach, everything is well documented, their Proof of Concept was convincing, and last but not least, Cronacle's return on investment was attractive due to its short implementation period."



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