

Telefónica Chooses Insight for Governance Over Their Cloud Environment.

Telefónica has relied on Insight for the governance of its cloud environment in the workplace. As a result, teams collaborate more dynamically and productively, information and projects get managed more efficiently, and there has been an overall time reduction in decision making.

The Challenge

The IT team's objective at Telefónica is to build tools that provide increased productivity, improved teamwork and reduced delivery times.

Telefónica is one of the largest companies in the world, with tens of thousands of users and multiple nationalities, spread across dozens of companies in 16 countries - so managing innovation in the workplace is not easy to say the least. The same user experience and business objectives are sought after no matter the location: to enhance collaboration and mobility, and guarantee security.

The adoption of Microsoft Office 365 technology is aligned with the corporate strategy of continuous transformation. This process began six years ago, however more recently the organisation faced an important complexity challenge in the governance of their cloud services and solutions.

Telefónica needed to measure and control the adoption process for Office 365, and whether it was possible to simplify the implementation of new workloads, while taking into account several organisational aspects such as technical capabilities, legal and compliance requirements and language.



Quick Overview

Telefónica is one of the largest telecommunications companies in the world by market capitalisation and number of customers. It has a comprehensive offering and high quality connectivity provided by the best-fixed mobile and broadband networks.

Telefónica is a growing business that offers a different experience based on its company values and caters for the best interests of the client.

Quick Stats

Profile:

The company operates in 16 countries around the world, holding a strong presence in Spain, Europe and Latin America, where it concentrates most of its growth strategy.

Figures:

356 million people accessing the network.

"Having Insight has helped us to order and govern our services and cloud solutions from a technical point of view thanks to the proximity of its consultants and engineers who work with us, adapting completely to our needs, because they know our strategy, they dominate the technology and are capable of assessing the impact."

Antonio Pinilla - Senior IT Manager de Telefónica Global Technology

The Solution

Insight's cloud specialists were able to deliver technical expertise and collaborate on the governance for Telefónica's cloud through several complementary tools: an advanced collaborative manager for innovation projects in the workplace, PowerBI based dashboards for agile decision making, and the generation of administration guides for each Office 365 workload implemented.

Office 365 Weekly Digest is a report by Insight tailored to the needs of Telefónica. This report helps them to detect and prepare for any new changes announced by Microsoft, allowing enough time to implement them if applicable. The report includes new functions, roadmaps and developments that can be applied to the company's global Office 365 infrastructure.

By enabling all of this, continuous innovation in the workplace is now a reality. The rapid adoption of Microsoft Teams – a productivity hub, promotes collaboration and communication across the business, with 72,000 users joining the application in just six months, representing 55% of the user base. The goal is for 100% of Telefónica's users to have the possibility to join in another ten weeks' time.

The Benefits

- The incorporation of new Office 365 features means Telefónica is now up-to-date and armed with the latest employee tools, having a positive impact on the organisation and its workers.
- Insight reviews and advises the business with any updates to Microsoft's innovation roadmap so they remain future-proof.
- The new solution means that decisions are made quicker and the organisation has a model in place for monitoring all of their activity.
- Ideas are transformed into initiatives, and information exchanges take place with greater collaboration and in a more agile nature.
- The organisation also has better management of the most relevant information through simplified dashboards. Strategic KPIs have been defined by the business for greater mobility and adoption of digital tools.
- Telefónica is also guaranteed to receive highly qualified support and vision from Insight moving forwards for any challenges related to cloud governance.

The Results Highlights

			
<p>Simplifying Office 365 cloud governance and optimising adoption costs for cloud services and solutions.</p>	<p>A collaborative online project manager that facilitates the implementation of new initiatives.</p>	<p>Intelligent dashboards that offer real-time information with strategic KPIs for different Office 365 workloads.</p>	<p>Organisational adoption is maximised, taking into account all the technical, legal and linguistic aspects.</p>