Vodafone Turkey Reduces Maintenance and Repair Costs with CA Technologies Solutions for Service-Oriented Architecture

CLIENT PROFILE
Industry: Telecommunications
Company: Vodafone Turkey
Employees: 3,203
Revenue: TRY 7.5 billion (USD2.5 billion)

BUSINESS
Vodafone Turkey operates in 81 cities throughout Turkey, with 3,203 employees in more than 1,200 stores. The company offers fixed line, mobile telephony, Internet and digital television services to more than 21 million subscribers.

CHALLENGE
Having encountered issues with real-time monitoring, Vodafone Turkey decided to transform its IT infrastructure with Service-Oriented Architecture (SOA) to ensure successful service delivery.

SOLUTION
CA Technologies SOA solutions, including CA Application Performance Management, have enhanced Vodafone Turkey’s application security and performance by ensuring problems can be analysed and solved quickly.

BENEFIT
With end-to-end monitoring of IT components, such as its CRM and billing systems, Vodafone Turkey can now take a more proactive approach. By monitoring applications from a customer’s perspective, problems can be prevented before they arise.
On 28 December 2005, Telsim, a local operator, was acquired by the Vodafone Group, one of the biggest international mobile telecommunication companies globally, and it was renamed Vodafone Turkey.

Vodafone Turkey operates in 81 cities throughout Turkey, with 3,203 employees in more than 1,200 stores. The company offers fixed line, mobile telephony, Internet and digital television services to more than 21 million subscribers.

With a goal to contribute to the country’s burgeoning growth, Vodafone Turkey is the second biggest mobile communication company in Turkey with a 35.7 percent market share.

To increase the quality of its services for subscribers, Vodafone Turkey needed to be able to maintain real-time monitoring while transforming its infrastructure to a service-oriented architecture (SOA).

Without a real-time monitoring framework for its TIBCO enterprise service bus platform, which forms a critical part of its IT infrastructure, Vodafone Turkey was unable to track the performance of its applications.

As Nazlı Evrim Çelik, Vodafone Turkey’s Middleware Infrastructure Services Manager, explains, “After Telsim was acquired by Vodafone Group, it was evident that we needed to embark on a transformation. As part of the Genesis project, which started in 2010, IT infrastructure and components, such as our TIBCO ESB and CRM, billing and provisioning systems needed to run on an SOA structure. During this transformation, we encountered some difficulties with real-time monitoring. Due to interruptions in application services running on TIBCO ESB, we had to monitor data flows. We were unable to pinpoint the problems, as there was no end-to-end monitoring of the infrastructure. This resulted in customer dissatisfaction due to prolonged resolution periods.”

Real-time monitoring is important for developing the infrastructure and preventing any interruptions on the TIBCO ESB platform, which delivers web service requests to all channels.

Çelik adds: “We could not receive real-time monitoring data from the TIBCO system. When problems occurred, we had to adopt workaround solutions as we were unable to receive root cause information.”
Vodafone Turkey’s goal was to monitor application performance and latency data for its CRM and billing applications, all of which were accessed by web services via different channels. It also wanted to enhance the communication between those channels within SOA. Following intensive trials and tests, the company selected a solution from CA Technologies.

“We tried several alternative solutions to solve the real-time monitoring issue with TIBCO, but we preferred CA Technologies products. They are user-friendly and have references from global enterprise users; they also pinpoint problems in applications easier, thus securing higher points on scorecards,” comments Çelik.

With the deployment of the custom TIBCO monitor, which is a specially developed version of CA Application Performance Management, Vodafone Turkey gained objective measuring and monitoring capabilities, which helps clarify problems across its applications and databases and optimise performance.

“The CA Technologies solutions made real-time monitoring possible, and paved the way for us to monitor the true behaviour of backend systems, which helps us analyse problems and develop solutions,” says Vodafone Turkey’s Middleware Infrastructure Senior Expert Burcu Kağan Bahadır.

As well as gaining the ability to monitor in real-time commercial transactions on mobile devices, such as subscribers’ activations and prepaid line charges, Vodafone Turkey can proactively analyse problems and track application trending on its TIBCO platform.

“Using CA Application Performance Management, we can now observe application performance from the end-user’s point of view, which provides us with real-time monitoring capabilities both from a technical and individual’s perspective,” says Vodafone Turkey’s Middleware Infrastructure Expert Türker Aslan.

Çelik says the company was satisfied with the support from CA Technologies during and after the implementation. “CA Technologies provided experts both from its global and local offices. As an operational team, we often need support on specific problems. It is crucial for us to have quick access to the right resources in urgent situations because vital customer data is being processed by our applications. Therefore our tolerance is very low with customer application availability issues. For the TIBCO system, we had a complex monitoring issue that necessitated in-depth expertise in implementing a custom monitoring platform. This was successfully delivered on time by CA Technologies, and the solution did not bring a heavy CPU load to the infrastructure.”

Mahir Ünal, OpsCenter Director for CA Technologies Turkey adds, “CA Application Performance Management provides superior performance in both deployment and operation. Only certain products are designed and developed for comprehensive business operational conditions, which involve heavy loads such as those experienced by Vodafone Turkey; CA Application Performance Management is one of them.”
Benefit
Faster problem resolution and lower costs

“CA Application Performance Management has helped us reduce capital investment as well as maintenance and support costs.”

Burcu Kaşan Bahadır
Vodafone Turkey’s Middleware Infrastructure Senior Expert, Vodafone Turkey

By deploying CA Application Performance Management for SOA, Vodafone Turkey has established a robust platform for the end-to-end monitoring of application components ranging from the back-end infrastructure to the user interface. Problems can be analysed faster and solved quickly. Critical applications are now monitored from the viewpoint of customers by measuring transaction performance.

CA Technologies products have also delivered commercial benefits to Vodafone Turkey. For example, the company has realised dramatic improvements in key performance indicators (KPI) for maintenance capital and operational expenditure. With CA Application Performance Management, KPIs can also be better evaluated and reported, helping to unlock cost savings.

By replacing its legacy infrastructure, which lacked proper communication between components and detailed monitoring of data, Vodafone Turkey has reduced the investment and operational costs associated with its SOA transformation.

As Bahadır explains, “Previously, we had no control over KPIs but now, thanks to the data we receive, we are able to easily determine and report KPIs agreed with vendors. Using tangible values as opposed to guesswork for continuous monitoring is also more convenient and productive. CA Application Performance Management has helped us realise measurable commercial benefits: we have reduced capital investment as well as maintenance and support costs.”

Çelik adds, “The solution has delivered substantial savings in terms of time and human resources and increased performance. We are happy that we can now recommend this solution to other local and global Vodafone teams.”

With CA Application Performance Management, Vodafone Turkey has been able to take advantage of:

- Real-time monitoring of commercial transactions and applications on mobile devices
- Tracking trends and root cause analysis thanks to real-time monitoring of its SOA infrastructure
- Establishing a real-time monitoring infrastructure for its TIBCO platform
- Monitoring SOA infrastructure and applications on mobile devices
- Managing KPIs for services delivered to subscribers
- Metrics obtained from CA Application Performance Management became more comprehensible by business users
- Enhancing coordination between development and system teams within IT
- Reducing capital and operational costs.
Berke Öncü, CA Technologies Turkey Senior Sales Manager, comments, “Vodafone is a mobile operator giant. Our journey began with monitoring two applications via 10 licences; it is now in its sixth year and encompasses around 30 applications accessed not only via the Web but also on mobile devices. This function totally conforms with Vodafone Turkey’s vision and mission. Currently, only Web apps are monitored, however, cross-functional teams are working on monitoring mobile apps and we expect to deliver similar benefits in this space. We have included Vodafone Turkey in our testing community to source its feedback and contribution on product development. CA Technologies is developing its solutions in parallel with the changing needs of its enterprise customers by learning from Vodafone Turkey’s on-site experience.”

CA Technologies helps customers succeed in a future where every business – from apparel to energy – is being rewritten by software. With CA software at the center of their IT strategy, organizations can leverage the technology that changes the way we live – from the data center to the mobile device. Our software and solutions help our customers thrive in the new application economy by delivering the means to deploy monitor and secure their applications and infrastructure. To learn more about our customer success programs, visit ca.com/customer-success. For more information about CA Technologies go to ca.com.