

# Simplify your telco IT with NTT DATA and BMC

How can IT functions break through traditional boundaries to guide telco strategy and drive business growth, not just support it?

The answer is to tackle the biggest barrier – layer upon layer of complexity that IT must manage.

## Four drivers of complexity

### The rollout of 5G.

The shift to remote working in many sectors and the rise of Industry 4.0 will lead to more and more assets and machines being connected to networks.

### The growth of IoT.

A boom in wearables and an explosion in connected sensors in smart cities, logistics and industrial operations will create billions of connected IoT devices.

### The pressure on customer experience.

People and businesses increasingly demand better services. Orchestrating seamless, real-time experiences calls for close management of channels and touchpoints.

### The rise of B2B2X.

In the B2B2X business model, connectivity brings companies together to create new products and services in a wholesale data market for the 21st century, with telcos providing the marketplace.

## Two ways to simplify IT

### Platform unification.

As a telco grows, its IT Service Management (ITSM) becomes more convoluted, with piecemeal implementations of platforms across functions and operating companies. It is not unusual for a telco to be running several instances of the BMC portfolio of ITSM platforms. The solution is to move the IT landscape into a single, unified, cloud-native platform.

### Intelligent automation.

Intelligent automation brings IT and business automation together by evolving ITSM into Enterprise Service Management (ESM). This is achieved by integrating automated business processes, systems and services, and by securely sharing data across numerous applications.

**30%** of organisations will lower operational costs by combining automation technologies with redesigned operational processes by 2024.

Source: [Gartner's IT Automation Predictions for 2021 \(advsyscon.com\)](https://www.advsyscon.com)

## Four steps to streamline IT

### Establish an automation strategy

NTT DATA works with you to understand your business strategy and current situation to jointly design automation that's coordinated and integrated across the enterprise, with the impact of change planned during deployment.

### Assess the maturity of your current IT platforms

The BMC maturity assessment service uses interactive engagement matched to the size and complexity of your environment. BMC will collaborate with you to evaluate your current state, then outline recommendations to meet your desired performance.

### Identify your automation opportunities

NTT DATA works with Fusion to apply its sophisticated AI Talos tool to reveal automation opportunities in your existing BMC deployment and beyond.

### Map your IT estate

BMC Helix Discovery is a cloud-native discovery tool that maps hardware, software and service dependencies across multi-cloud environments. It provides end-of-life information for common operating systems, hardware and software, and identifies the best plan for upgrades.

NTT DATA is working in partnership with BMC to provide unrivalled insight into how intelligent automation and cloud-native technologies are best applied in the highly complex telco environment. As your trusted partner in cloud and intelligent automation, our long telecoms experience and global ESM expertise will help you set and achieve ambitious goals.

We can support your route to turning automated service operations into a competitive advantage.

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## Countless benefits

Telcos that simplify their IT and go cloud native can achieve substantial efficiency gains, react faster to rapidly changing market pressures and deliver customer experiences that are more competitive and more compelling. Typically, a fully cloud-native operation has around 40% lower costs than other telcos because of data-driven business decisions, enhanced quality, reduced manual workloads and optimised human and IT resources.

Some examples of the benefits achieved through intelligent automation include:

### 42%

Simplified monitoring, self-service and predictive analytics helped one company's IT absorb a 42% increase in monthly job executions in one year.

Source: [Raymond James – BMC Software](#)

### 2x

Since implementing automation, the profitability (EBITDA) of one hosting business has more than doubled.

Source: <https://www.bmc.com/customers/macquarie.html>

### 33%

Automation enabled an organisation's IT to support an increasingly diverse technology environment and a customer base that has grown more than 33% in two years.

Source: [U.S. Oncology Network – BMC Software](#)

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