

BACKGROUND

Vodafone Group Plc is the world's leading mobile telecommunications company, with a significant presence in Europe, the Middle East, Africa, Asia Pacific and the United States. Since 2005 Vodafone Europe has been executing on plans to improve customer service solutions particularly around billing systems.

The Challenge

Vodafone Spain is part of Vodafone's European operations and provides services to over 13 million commercial and residential customers. Vodafone Spain began an initiative to "Optimize the customer billing information process". The business case called for consolidation of multiple legacy silos and overall reduction in information management expense during the post-billing process. Filnet, IXOS, Tamino and custom archive solutions were all used by Vodafone, so the new solution would need to consolidate the information from all four existing archives into one unified repository.

Before any work could begin, outsourcing contracts were awarded to EDS (in northern Europe) and IBM (in Southern Europe) to drive not only this project but broader initiatives around improvements in customer service systems.

The Solution

EMC Spain assisted Vodafone by conducting an in depth review into the archive consolidation project and developed a detailed project plan and costs outline which was used as the basis of justifying the project at board level.

Vodafone selected EMC Spain and Crawford Technologies as suppliers for the new system.

In total Vodafone Spain needed to migrate an archive containing 5 years of history including some 30 different types of customer communication in PDF and XML formats. The solution consisted of the following:

- EMC Documentum was chosen as the platform for managing content, including AFP print streams, XML bill renditions, and database extracts. Documentum provided advanced security, storage management and interfaces for billing systems. In short Documentum provided in a single platform all the capabilities of the legacy archives.

At a Glance

CrawfordTech Products:

PRO Archiver for Documentum

Objective:

Strategic programs required modernization of the group's legacy e-presentment infrastructure

Vodafone Spain needed to migrate multiple legacy archive solution which were expensive to maintain, consolidating information from four existing archives into one unified repository, and migrating 5 years of history, including over 5 million printed statements and 2.5 million XML renditions with 30 different types of customer communications.

Approach:

PRO Archiver for Documentum was implemented to manage content, including AFP print streams, XML bill renditions and database extracts. The CrawfordTech solution provided the infrastructure for high volume e-presentment of customer communications from the repository.

Results:

- AFP files are spooled from mainframe systems and archived as PDF. With the migration from legacy archive technologies, The company now has a unified archive infrastructure integrated with EMC Centera storage for printing from mainframe system that enables the display of statements and bills through internal enterprise systems and via public web portals.

- Crawford Technologies PRO Archiver was chosen to provide the infrastructure for high volume e-presentation of customer communications from the Documentum repository.
- EMC Centera was already being used by Vodafone for statement archiving and benefited from close integration to Documentum through Content Storage Services. Documentum's close integration with Centera's ensured the solution could benefit from ILM strategies for unstructured information.
- An extensive consulting and services engagement was planned which provided for several implementation streams including day forward archiving for AFP, day forward archiving for XML, IXOS archive migration, SAP archiving and integration with billing systems.

Results

Vodafone captures AFP spool files for printing from mainframe systems, which are now archived as PDF. Vodafone migrated away from legacy archive technologies to EMC Documentum and CrawfordTech PRO Archiver creating a unified archive infrastructure integrated with back-end EMC Centera storage.

This infrastructure enables statements and bills to be displayed through internal enterprise systems and via public web portals.

CrawfordTech Solutions

Crawford Technologies develops software and solutions to help enterprises optimize and improve the secure and accessible delivery, storage and presentation of their customer communications.

With over 1,800 customers on six continents, CrawfordTech solutions and know-how enable the largest banks, insurers, healthcare providers, utilities and print services companies to use their existing technologies, documents and data in new ways. We help them navigate the challenges in leveraging legacy applications in the platforms and applications of the future.

CrawfordTech's products, services and domain expertise reside at the nexus of content, data, and output management and are essential components of our customers' digital transformation, output management and document accessibility strategies.