



Customer intimacy is vital to KPN. So is growing to stay on top.



“Logica is a proactive, long-term partner that has delivered value beyond cost savings. Ultimately it is improved quality and productivity that helps us meet today’s challenges.”

Paul van Hoogmoed, Manager, IT4W&O Network Information Management/Wholesale Billing & Mediation, KPN IT Nederland

ABOUT KPN

KPN provides fixed and mobile telephony, Internet, TV and data traffic/management, and the management of ICT services to customers across the Netherlands, Germany and Belgium.

WHAT KPN NEEDED

With over 38 million satisfied clients, the going was good for KPN. But not good enough. For one, the demand for telecommunications was increasing. Everyone wanted a piece of the pie. At the same time, phone calls were cheaper and fewer people used fixed lines. To stay on top of things, KPN needed to grow. The company had to modernise; offer new services and radically change operational processes. In a way that justified costs and improved service quality.

THE CHALLENGE

KPN began to look at areas to improve. It became clear that the most tangible benefits would come from outsourcing all activities that were not part of KPN's core business. Every minute that employees spent on tedious tasks was a cost that could be saved. Especially if these tasks consumed management attention that could be better spent on core business activities.

OUR ANSWER

KPN chose us as its application management provider for the Network Information domain. A trusted partner for thirty years, we have developed many mission-critical systems for them. As KPN's Paul van Hoogmoed puts it, “outsourcing to Logica would provide us with the level of quality and support we needed.”

More than fifty IT applications from the Network Information Management domain were outsourced. These included network administration and geographical information on network elements in the Wholesale & Operations (IT4W&O) area. An important part of the deal was to move twelve employees into Logica. As it turned out, things worked smoothly, from transfer to transition to service delivery.

Sending our application management out has helped us achieve our overall corporate goals. We see Logica as an essential partner in helping us do this and benefit from their expertise.

Paul van Hoogmoed, Manager, IT4W&O Network Information Management/Wholesale Billing & Mediation, KPN IT Nederland



Handling many different applications and doing it well is no mean task. Together we worked out a plan. Activities would be divided and managed among different parts of the same blended delivery team; from the location that was most suitable and cost-effective.

For example the team in Bangalore would pick up an incident and hand it over to the Dutch team if local interaction was required to solve the problem.

This kind of delivery was sensible. KPN could focus on the total performance of the delivery chain from a business perspective; while we took care of the resolution times of application incidents according to and exceeding the set service levels.

A SUCCESS STORY

KPN is benefitting in many ways - from the quality improved to the costs saved, and resources freed up. While we are managing their applications:

- KPN's processes work more efficiently because service delivery is better and costs less
- KPN's employees have been smoothly transferred; they have a clear pathway for career progression
- KPN enjoys excellent and regular communication with us; Logica and KPN pro-actively look together for opportunities for further cost savings and service improvement.

WHY WORK WITH LOGICA?

We're both global and local. We've helped companies of all sizes move out to low-cost locations like India and Morocco, while remaining close to our client. (Wherever you want to go, we have an office nearby.) And we can help you lower your costs, beat the language barrier and avoid cultural misunderstandings.

Logica
250 Brook Drive
Green Park
Reading, RG2 6UA
United Kingdom

marketing@logica.com
www.logica.com

Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

.....
AUSTRALIA / BELGIUM / BRAZIL / CANADA / CZECH REPUBLIC / DENMARK / EGYPT / ESTONIA / FINLAND / FRANCE
GERMANY / HONG KONG / HUNGARY / INDIA / INDONESIA / KUWAIT / LUXEMBOURG / MALAYSIA / MOROCCO
NETHERLANDS / NORWAY / PHILIPPINES / POLAND / PORTUGAL / RUSSIA / SAUDI ARABIA / SINGAPORE / SLOVAKIA
SPAIN / SWEDEN / SWITZERLAND / TAIWAN / UKRAINE / UNITED ARAB EMIRATES / UK / USA