

CASE STUDY – IT Outsourcing

VODAFONE

Fujitsu Outsourcing partnership Helps Vodafone to Prosper



Vodafone

Vodafone is the largest mobile telecommunications network company in the world. It has interests in mobile networks in 28 countries across five continents. In March 2002, Vodafone had over 101 million proportionate customers worldwide. By market capitalisation, Vodafone is one of the largest companies in Europe. Its business includes voice, information, video, m-commerce and other data services. Vodafone Group employs over 100,000 staff worldwide.

The Challenge

As one of the world's largest mobile network operators, Vodafone is a rapidly expanding company with increased number of staff for both customer services activities and complex internal operations. The company needed an IT outsourcing partner to provide back-end support that allowed Vodafone to initially establish, and then grow, operations in Australia and New Zealand, including wholesale and inter-carrier billing services, customer services and retail chain operations.

The Solution

Vodafone has a long-standing outsourcing partnership with Fujitsu since Vodafone arrived in Australia in 1993. The relationship between the two organisations has grown to encompass technology supply – both hardware and software – and services. The services areas have experienced the most dramatic growth, with Fujitsu supplying multivendor maintenance, systems integration, project management, a roll-out of upgraded LAN/desktop environments, an enterprise-

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wide Y2K compliance program and various consulting services. Being an IT outsourcing partner, Fujitsu developed a new inter-carrier settlement system that reduced delays and increased efficiency for Vodafone based on its Prospero software package.

The Benefits

IT outsourcing allows Vodafone to free resources for its core business development. A substantial growth of business proves that Vodafone makes a smart decision on IT outsourcing. Through Fujitsu, one of the leading IT Group in the world, Vodafone can access to the latest IT technologies for its future development.

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