

# A Leading European CSP Attains Zero-Touch Assurance with BMC Helix



**80%**

first-line support work  
automation target



**AI/ML**

capabilities



**Zero-touch**

assurance

## Company Overview

This leading European communication service provider (CSP) operates a large 5G network that spans several countries, with multiple operating companies that provide a range of mobile and fixed line services, including voice and data, broadband and television, cloud and hosting, security, and digital content.

As a multinational organization, the CSP wanted to consolidate processes across operating companies and adopt a centralized, standardized approach to operations by implementing a common technology platform to handle its processes and systems.

## The Opportunity

Each operating company had unique processes, systems, requirements, data structures, and protocols and insufficient tracking made it difficult to manage customer interactions across different touchpoints and deliver a seamless customer experience.

To move beyond these challenges, the CSP wanted to automate processes and:

- Consolidate ticketing systems to one cloud-native platform
- Introduce end-to-end views
- Transform its European network operations center (NOC) into a zero-touch automated NOC
- Automate more than 80 percent of its first-line support workload
- Merge inventory with governance database

## The Solution

BMC Helix was selected for its artificial intelligence and machine learning (AI/ML) capabilities that would support zero-touch assurance and automate mundane, repetitive, high-volume issues so operations could address more complex and difficult tasks.

## Business Results

The solution provided end-to-end visibility into the customer journey by integrating various customer touchpoints and capturing interactions across multiple channels such as phone, email, and chat to identify pain points and enable data-driven business decisions that enhanced customer satisfaction.

Inventory management was streamlined and standardized as information was combined and organized into a central database governed by rules and regulations to ensure data accuracy and integrity.

### Learn more:

 Visit the **BMC Helix** web page.