

HP to cooperate more extensively with TDC Song

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During the spring of 2004, HP won an important Scandinavian contract with Song Networks, now TDC Song. In connection with the renegotiation by the data and telecom operator of their existing support agreement with HP, the opportunity was taken to extend service provision to cover proactive support as well, something which has led to further good service for TDC Song.

TDC Song, formerly Song Networks, changed their name in the autumn of 2004 when they were acquired by Danish TDC. This company is the leading supplier of IP-based communications solutions to Scandinavian enterprises. The core operation is the company's backbone, which is mainly based on Cisco technology. TDC Song operates a large and complex environment with a total of more than 11,000 network elements in Scandinavia. They now offer a complete range of IP-based communication services within the spheres of data, Internet, telephony and hosting. The capacity and functionality of the network is therefore pivotal for the services TDC Song provides to their customers, since practically everything concerned with data traffic is carried by the Cisco network. "If anything happens to the backbone, it affects many users," says Richard Qvist, Infrastructure Manager for the backbone at TDC Song in Sweden.

HP has been responsible for reactive support since the spring of 2000. This means, for example, that TDC Song technicians have access to 24/7 telephone assistance from HP all year round. The reactive support



agreement also means that HP supplies spare parts by the following day at the latest, just as they provide new versions of the Cisco IOS operating system.

Renewed confidence

In the spring of 2004 TDC Song made the third renegotiation with HP. Following an exacting tendering process, HP was once again chosen for Sweden, Finland and Norway.

Camilla Sundström, Director of Network & Operations and Nordic coordinator, headed the procurement of support services. "Extending our agreement with HP was not the obvious choice for us. If anything, we were looking for a direct agreement with the hardware and software suppliers, since one of our aims was to reduce the number of our partners," she explains, and continues: "But HP acted very professionally during the tendering process. They listened the best to our requirements and understood what we wanted to achieve. So they were able to beat off the competition and deliver in both price and service terms. The challenge for TDC Song was to procure proactive support that provides better network stability and reduces the time spent on problem-solving. It was also important to easily be able to add new services to the existing ones, thus further improving the quality of their range of services. "By having HP as our sole support provider, we've gotten an overall handle on our support routines. That makes things a lot easier for us," explains Sundström.

Proactive support

Proactive responsibility also forms a part of the new support agreement. This means that HP is responsible for planning for the stability and future of the network. In the proactive support, for example, HP takes care of devoting resources to the prevention of disruptions and downtime. TDC Song has a separate Client Service Manager at HP who has specialists at his disposal, and who plans and recommends the equipment to be used. Furthermore, the HP Network Competence Center in

Challenge

- To procure proactive support with greater network stability and shorter problem solution times.
- To make customers even more satisfied.
- To further improve the quality of the services.
- To easily be able to add new services.
- To gain control over their entire environment.
- To succeed in getting an "overall handle" on the proactive support routines by having only one support provider.

Solution

- To endorse both a reactive and proactive support agreement with HP for Sweden, Norway and Finland.
- To introduce new tools for managing the environment of the proactive service.
- To perform "health checks" on an ongoing basis.
- HP is responsible for undertaking four inventory checks a year in all three countries and for helping the customer to upgrade to the correct software release.
- The HP Network Competence Center in Brussels collects and analyses data on an ongoing basis, so as to be able to recommend improvements and initiatives.
- Furthermore, TDC Song receives continuous security information based, for example, on information from Cisco.
- TDC Song have their "own" HP Team which works in close cooperation with them and has in-depth knowledge of their environment.

Result

- TDC Song feels more secure by having a close partner.
- TDC Song has gained new ideas for managing the network.
- TDC Song has obtained help in taking an inventory of all equipment, meaning better management.
- The three-year agreement with HP covers both reactive and proactive support with assistance 24/7 all year round for reactive problems.
- TDC Song has been given the opportunity to develop new, better quality services.

Brussels collects and analyses data on an ongoing basis, so as to be able to recommend improvements and initiatives. These measurements also contribute to the development of new, higher quality services, since they make it easier to generate bases for decisions as TDC Song acquires a better overview of the breakdown of costs.

HP is also responsible for the immediate notification of security breaches which may be discovered within the network sector. The daily work also includes meetings and a forum for planning, follow-up and reviews. The HP Asset inventory tool is also included in the service. This is a unique tool, which in TDC Song's case is dedicated to the network. It can keep track of configuration changes, current software versions, which IOS releases are in use on which products, find the correct serial number and is searchable for combinations of products

and software requiring to be updated by new releases and where these can be found. Cisco often distributes upgrade releases, for example, for a product with a certain software version and it is now much easier to find these in the network.

In other words, HP has a central role to play in the new cooperation: "HP is an active partner who understands our business situation. This means they can act according to our needs. In order to be a market leader, we have to do everything in both a better and more cost-effective way," says Sundström. Richard Qvist also sees the proactive support agreement as a clear incentive for HP. "HP now has the same goal as we do, namely that TDC Song shall have as stable a network as possible. The more stable the network, the less work for HP," says Qvist.