

# Modernising IT service management through a seamless cloud migration

A large Asia-Pacific telco



## Business opportunity

A telco with more than 15 million subscribers in the Asia-Pacific region wanted to enhance employee productivity and help technicians resolve issues faster.

The telco set out to accelerate IT service management (ITSM) and enhance self-service support options. The existing version of its ITSM solution was out of support, costly to own, and lacking in modern functionality.

Upgrading to a next-generation cloud-based solution would enable the introduction of AI operations (AIOps), cutting resolution time by proactively resolving common issues without hands-on involvement. Moving to a SaaS solution would also reduce TCO and facilitate future updates, minimising the risk of technological obsolescence.

## Technical challenge

The legacy ITSM environment was large and complex, with fragmented components distributed across multiple technology platforms. Many of these components were several versions outdated and no longer supported by their vendors, creating an environment that was risky and costly to manage.

The previous major ITSM upgrade had taken four years to complete; the telco wanted to adopt a model in which updates could be applied frequently, at low cost and without business impact. Before it could migrate to the SaaS version of its existing solution, the company needed to perform a final upgrade on the legacy environment.

## Our solution

Together, Kyndryl and the telco upgraded from version 9 to 21 of the existing solution, then migrated to BMC Helix on AWS.

Kyndryl acted as lead integrator for this 21-month program of work, bringing deep expertise in the architecture, design, build, testing and migration of large enterprise applications.

In a highly collaborative engagement, Kyndryl modernised custom code and migrated more than 1 billion data records and 160 business reports, integrating more than 60 other applications with the new cloud-based ITSM solution. Kyndryl met the telco's extremely challenging security standards and completed the final cutover in just one weekend.

## The power of partnership

Kyndryl leveraged its strategic alliance with BMC to complete one of the five largest and most complex migrations to BMC Helix ever undertaken. Kyndryl, BMC and the telco worked as a single, seamless team.

## What progress looks like

Kyndryl successfully upgraded and migrated this critical ITSM environment on time, within budget and with zero disruption, three times faster than the previous upgrade. The SaaS model will cut the telco's TCO and carbon footprint while enabling much faster updates and the introduction of new capabilities such as AIOps.

- 3X faster submission of support tickets
- Zero migration impact on business
- 20%–35% TCO savings from Helix SaaS model
- SaaS model boosts flexibility
- Future upgrades will take days, not years



## Meet the team

**George Dres**  
Customer Partner,  
Kyndryl



**Parul Mittal**  
Principal Architect,  
Kyndryl



**Robert Carter**  
Portfolio Program  
Manager,  
Kyndryl



**Rajesh Shinde**  
Application & Platform  
Technical Lead,  
Kyndryl



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