



**Challenge:**

- Replace reactive, fragmented IT operations processes with an effective management framework
- Ensure transparency of IT operations
- Align IT services with business operations

**Solution:**

- HP Business Service Management

**At a glance:**

**Industry:** Telecoms  
**Business name:** Vodafone Ireland  
**Headquarters:** Dublin, Ireland  
**Website:** www.vodafone.ie



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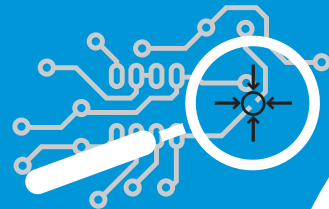
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# Vodafone Ireland creates service excellence

End-to-end IT management solution delivers quantifiable business value

**40%** ...the success rate in identifying the root cause of major incidents



With **HP Business Service Management** this has since leapt to

**90%**

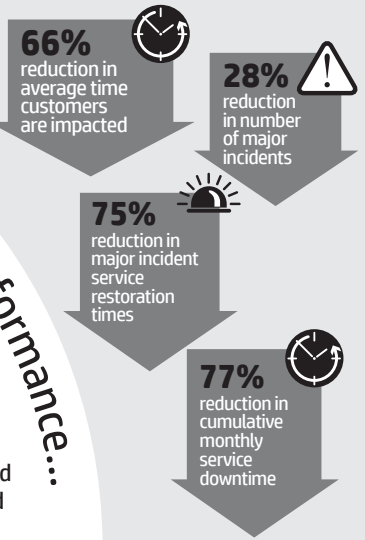
**HP Business Service Management enhances infrastructure performance...**

Strategy, planning and governance		
Security intelligence and risk management		
Application Lifecycle Management	IT Operations Management	Information Management
Extensibility, orchestration and analytics		
Services and support		

The HP IT Performance Suite is a family of industry-leading products that spans the pillars you see here. Each product helps IT perform better in the discrete area it addresses. Together, the Suite helps the overall IT organisation to perform better by providing unparalleled coverage of the IT domain and a KPI-based scorecard system to optimise outcomes.

## HP IT Performance Suite

leading to...



A one-year return on investment of

**300%**

Investment of



Savings of



Our **HP Business Service Manager** solutions have helped us **transform** from a reactive to a proactive IT Operations function, and to **align our priorities** to match the business and **drive business value**, delivering **300% ROI** in one year.

Shane Gaffney, head of IT Operations, Vodafone Ireland

**...and drives business value with business services framework**

The business' perception of Vodafone's IT operations has **improved** accordingly...



"Good" or "excellent" ratings up 65%

