

Ericsson

Reliability and Professionalism Equal Risk Aversion and Cost Reductions

Goal:

- Reduce risk by obtaining reliable service and support facilities by securing highly skilled resources
- Reduce costs
- Release internal resources needed for business consulting

Challenge:

Ericsson, the world's largest mobile system supplier, required a software support group that understood Cincom's CONTROL™, an ERP solution that had been installed worldwide.

The group would be required to provide a comprehensive service including the design, development and packaging of new customizations, seamless ongoing technical support of software. Distribution and coordination to all Ericsson world-wide sites was also required. In addition, Ericsson wanted a service that could design and maintain an internal intranet information site for the Ericsson user community.

Solution:

Cincom met the challenge by replacing the existing Ericsson in-house team with "Extended Services." Cincom's Extended Services offered seamless support and development services to all of Ericsson's worldwide user sites. The high level of support provided for the standard CONTROL software was now extended to the entire system (standard and customised software). Plus, Cincom provided a complete software development and distribution service, giving Ericsson the freedom to redeploy existing resources to other projects.

Key Results:

- High-quality and reliable technical support services and software development services
- Comprehensive reporting
- No need to worry about skills shortages or staff turnover
- Lower costs by leveraging Cincom competencies



Mobile communications is the fastest growing technology in the world, and experts predict that within a year, it will be more common to use a mobile phone than a fixed phone. Ericsson, a truly global company, has a long-standing relationship with the world's top telecom operators. Ericsson continues to build on its unique competence, experience, products and services in global carrier-class networks. In fact, the world's 10 largest mobile operators are Ericsson customers, and some 40% of all mobile calls are made through Ericsson systems, making the company the largest mobile systems supplier in the world. Ericsson's long tradition of innovation led the shift from analog to digital mobile telephony, and now leads the way to 3G mobile communications – an achievement based on a strong commitment to R&D.

Risk Aversion

Continuing to drive technology development in a number of global forums requires a world-class internal service and support function. Ericsson user sites around the world utilizing Cincom's CONTROL ERP solution were relying on a critical technical group who designed and programmed customizations, distributed them to all sites, and then offered technical support. The group mainly employed contract staff and Ericsson saw this as a business risk and also a major expense. In February 2000, Cincom took over the Ericsson support function. Once this had been established and tested, the service was extended to cover software development/customization.

"We have used the Cincom model of extended support services as a pilot system and now have taken this model and applied it to a number of other suppliers. It has worked extremely well."

— Rune Walfridsson
Ericsson

One Step at a Time

Cincom informed Ericsson that they could handle the support through "Extended Support Services", by replacing the in-house function with "seamless" support to all their users sites. Cincom could continue to provide the same high-quality standard of support previously enjoyed as well as extending it to deliver the support required for Ericsson custom-built modifications. Ericsson and Cincom signed the extended support service agreement in 2000 and with the success of this project have now moved forward to replace other functions within the internal group by taking over the development work. Cincom was then able to provide the complete comprehensive cycle of services including the design of modifications through collaboration with Ericsson, development of those modifications, rollout to the various sites, management of that process,

plus the ongoing support of the standard/non-standard code mix.

Cincom also built and now maintains a website dedicated to the Ericsson user community, which is a treasure chest of information about relevant personnel, the system, the developments, as well as a library for all the associated documentation.

Cincom Extended Support Services

- Problem Handling
 - Problem registration
 - Analysis of problems reported
 - Provision of error corrections
 - Distribution of error corrections to sites
 - Site follow-up and status checking
- Distribution
 - Distribution of new customizations/releases
- Configuration Management
 - Maintenance of master copy of software
- Information
 - Cincom SupportWeb® to track cases
 - Monthly reports
 - Regular customer reviews
 - Web/ftp site
- New Enhancements
 - Designed and developed by Cincom and automatically incorporated into support



CINCOM, , Cincom SupportWeb, CONTROL, and The World's Most Experienced Software Company are trademarks or registered trademarks of Cincom Systems, Inc.

All other trademarks belong to their respective companies.

© 2003 Cincom Systems, Inc.
FORM CM020412-1 3/03
Printed in U.S.A.
All Rights Reserved