StackState

Global Telecommunications Leader Bolsters Customer Happiness by Delivering Reliable Services Supported by an End-to-End Observability Solution

⊡Telecom

The TV team at a one of the leading global telecommunications companies serves more than 20 million customers in 9 countries with TV products. The team is responsible for delivering high-quality service 24×7 and making their customers happy.

🌐 Telecom   📍 The Netherlands

Transformation within their supporting infrastructure – adding virtual platforms, containers, and micro-services – was creating complexity and blindspots to understanding how different parts of the system impact performance, and thus customer satisfaction. The Head of TV Operations knew they needed to better understand dependencies between components so they could find problems, fix – and even prevent - issues, and keep customers happy. He turned to StackState to help.

He said: *"StackState is about stitching together silos of data – and any type of data – from homegrown to data from commercial software packages, giving us one unified, end-to-end view and one single source of truth. Our experts can say 'Let's see how this thing is connected to that thing, and if it's performing well.'"*

Because the team can visualize their service in one unified view, they can understand what pieces are related, and importantly, what pieces are unrelated. When an issue arises, it's easier for them to pinpoint the root cause, and get the right people involved, helping them to decrease MTTR, be more efficient, and decrease costs.

> *"With StackState, we see how everything is connected, if everything is going well or if we're struggling to deliver a proper TV service."*

Head of TV Operations, Global Telecommunications Provider

With all of the data integrated into one view, they can also take steps toward automation and achieving their *"zero touch"* initiative. According to the Head of TV Operations, *"this will help customer see faster resolution times and higher availability as we increase the scale of delivery."*

He continued: *"StackState has been the perfect partner to help us set up this initiative and integrate the platforms, which lets us focus on our daily work of bringing the best service to our customers."*

Ready to dive in?

Try it out today

Schedule demo