

CASE STUDY

Telindus helps Sopra Steria meet its telecom challenges



THEIR OBJECTIVES

Faced with growing communication needs, the telephony equipment available to Sopra Steria had to give way to more mobile, interactive, and collaborative solutions, accompanied by new consumption patterns.

THE CHALLENGES

The two business units operated by Sopra Steria in Luxembourg constitute two very different businesses in many respects. On one hand, Sopra Banking Software employees work in teams on long-term projects that rely on stable infrastructures and do not require much mobility. In contrast, the infrastructure management business practiced by Sopra Steria Luxembourg PSF generates a lot of interactions with clients, requiring speed and agility. As a result, the company faces two different telecommunication needs.



THE SOLUTION

To meet Sopra Steria's seemingly conflicting needs, Telindus deployed the following solutions:

- Flex: a mobile telephony solution for enterprises that automatically adapts to users' consumption.
- WebSelfCare: a central access point for mobile fleet management. WebSelfCare is presented as a web portal that requires no integration work.
- MyTelindus mobile telecom application.

THE RESULTS

- Thanks to the Flex solution, Sopra Steria employees are now reachable at any time in Luxembourg, Europe, and the United States, and benefit from Tango's 4G/4G+ network.
- With the WebSelfCare solution, Sopra Steria administrators can easily manage the SIM card fleet - block or unblock cards, limit consumption by partially blocking certain types of traffic - and easily control the consumption of the entire fleet.
- The MyTelindus mobile application allows users to check their mobile phone consumption at any time - calls, sent SMS, and data traffic - and know its distribution (national, international, and roaming consumption).

THE BENEFITS FOR SOPRA STERIA

-Increased focus on operational activities for Sopra Steria employees, thanks to Telindus' deployed solutions.

-Cost reduction and service improvement: Sopra Steria has reduced its telecom expenses while offering more services to its users.

-Quality support service handling requests effectively.

-The Flex solution brings the following advantages to Sopra Steria:

- Second-based pricing from the first second, nationally and internationally.
- 1kb/1kb pricing nationally.
- Access to Tango's 4G/4G+ network.
- Automatic upgrade to the next package when the voice/SMS counter or data counter is fully utilized
- Inclusive calls to and from the United States and Switzerland.
- Favorable options for international travel.

-The WebSelfCare gateway offers fleet managers at Sopra Steria:

- All necessary tools to efficiently manage the company's mobile fleet (device registration, reporting solutions, SMS GW, telephony services, etc.).
- Various functionalities such as generating simple reports, email sending, invoice history, subscriber management, etc.
- A digital experience with numerous options.
- Simplicity and ergonomics.

-Strong trust relationship with Telindus.

DISCOVER THEIR STORY



"We sought to provide both more comfort to our users and greater ease of management to administrative services. Financial aspect was also of significant importance. From the tender phase, we felt Telindus' willingness to work with us. It became evident that Telindus pushed further the analysis of our needs and made efforts to provide appropriate solutions. Telindus offered us a predefined framework while stating their readiness to make necessary adaptations to address certain specific aspects. We found this approach very relevant, and the quality of the relationship we could expect became clear to us. Telindus experts managed to offer us a dynamic solution that meets the needs of all our users, regardless of their profession."

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