

Customer Success Story

T-HT

Croatia



T-HT benefits from locally-delivered network support services in Croatia

An expanded partnership between Ericsson and T-HT has maximized network performance and strengthened the operator's position in a newly de-regulated market.

With its fixed part, T-Com, Croatian DT affiliate T-HT remains the largest operator in Croatia with 95 percent of the fixed market share. The Croatian market has recently been opened to competition and T-HT's primary business objective was to reduce OPEX without sacrificing service quality.

Croatian company Nikola Tesla has been Ericsson's licensed partner since 1953 and an integral part of the Ericsson group since 1995. Ericsson Nikola Tesla and T-HT have worked together for more than 20 years and in 2002 the partnership was extended with the signing of the first Service Level Agreement (SLA) contract. In 2005, the SLA was further adapted to meet T-HT's needs and expanded to cover the entire network.

The SLA has enhanced network performance and made a valuable contribution to the maintenance of T-HT's position as regional telecoms leader. Vladimir Cosic, Director of Network Production, T-HT, Croatia, highlights the benefits: "From T-HT's perspective, the fundamental advantage of Ericsson is the support of best-in-class experts, available around-the-clock and located in Zagreb, which results in a shorter response time to our problems than contracted."

Throughout delivery of the SLA contract, Ericsson Nikola Tesla has combined the benefits of local presence with global expertise. Tiana Pribanic, Service Account Manager, Ericsson Nikola Tesla, Croatia, explains the advantages of this approach: "With such a complicated network the only way to solve problems is to be local. A close partnership and face-to-face dialog delivers results."

"All technical and delivery communication is carried out locally and in the Croatian language."

Vladimir Cosic, Director of Network Production, T-HT

Vladimir Cosic adds: "An additional advantage is that all technical and delivery communication is carried out locally and in the Croatian language, regardless of the required support complexity. The fact that issues can be communicated locally is particularly important in emergency situations and clarification issues." The results of the SLA have exceeded expectations and customer feedback shows an impressive 82 percent satisfaction rating.



Vladimir Cosic,
Director of Network Production,
T-HT

Highlights

Customer

T-HT, Croatia.

Customer Objective

Reduce OPEX and increase efficiency.

Ericsson Solution

- System Support
- Hardware Service

Customer Benefits

- Increased network quality
- Decreased downtime
- End-user satisfaction
- Extension of network lifecycle
- Local and customized support.

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