

Türk Telekom eliminates siloes with end-to-end visibility from AppDynamics



About Türk Telekom

Türk Telekom is the first integrated telecommunications operator and number one telco provider in the Turkish/Balkan region. For over 179 years, Türk Telekom adopted a “customer-oriented” and integrated structure to respond to rapidly changing communication and technology needs. Türk Telekom’s 30,000+ employees support over 50 million customers with products and services including landline and broadband services, mobile services, television services, data center networking, cloud computing, and more.



Challenge

Streamlining operations and uniting siloed teams by integrating tools

As Türkiye's first integrated telecommunications company, Türk Telekom plays a critical role in supporting over 50 million customers with fixed connection, broadband, TV, and mobile services. Yet, while the company provides important technological advancements to its corporate and individual users, Türk Telekom's own internal operations made delivering those advancements difficult and time-consuming, as silos separating the IT and networking teams presented collaboration challenges that impacted customer experience.

Even while individual teams leveraged powerful monitoring tools, Türk Telekom lacked end-to-end visibility to quickly identify and resolve issues impacting end-user experience, both for internal stakeholders and external customers. Unplanned system downtime could significantly slow other departments within the enterprise from completing essential tasks, and even create issues for customers making payments and accessing accounts.

"We couldn't see the high-level topology of our complicated systems," says Hakan Tongar, Head of Enterprise Operations at Türk Telekom. "We had visibility into independent systems, but we couldn't see application relationships or how third-party services and other endpoints connected to one another."

"For the IT and networking teams at Türk Telekom to work together effectively and execute root cause analysis (RCA) to more rapidly identify and resolve potential issues, they needed a single overarching monitoring solution to provide end-to-end visibility for as many groups as possible " says Alper Arpacioğlu Corporate Support Opr. Group Manager at Türk Telekom.

Maintaining disparate tools and updating outdated infrastructure led to higher operations expenses and unrealized ROI. But with one primary tool, Türk Telekom teams could streamline operations while spending less time and money maintaining different tools that didn't communicate with one another

Key Benefits

- Improved issue detection by 70%, shortening MTTR from hours to minutes
- Reduced downtime and service interruptions by 60%
- Eliminated siloes across the organization, enabling collaboration across 23 departments





Solution

Achieving end-to-end visibility with fully integrated performance management and monitoring

“In order for the project to be successful, it had to be worked with an experienced partner,” says Necdet Türkay, IT Automation & Management Systems Manager at Türk Telekom.

Türk Telekom worked with ONOTIO, a leading AppDynamics implementation partner in Türkiye, to begin integrating AppDynamics Application Performance Monitoring (APM), Infrastructure Monitoring, and Database Monitoring features across its IT and networking teams. ONOTIO demonstrated how AppDynamics would help Türk Telekom monitor internal end-user performance alongside external customer experience, giving comprehensive visibility across endpoints throughout the IT infrastructure.

“Part of the reason for choosing AppDynamics was to integrate all the Türk Telekom departments into a collaborative team,” says Tarkan Sualp, Partner at ONOTIO. “Previously, nobody was talking to each other and there was no visibility at a high level. Our main objective was to integrate as many tools as possible into a single tool managed by a single group, making AppDynamics the best and really only option.”

With AppDynamics, Türkay’s team can easily witness dependencies across different systems such as their CRM, middleware, payment operations, and internal applications. Using visualized user journeys, they can quickly pinpoint the causes of alerts and resolve issues before they cause downtime or impact system performance.

At the same time, the team can establish its own performance thresholds and customizable dashboards to proactively scour the environment for potential issues and address them before they become actual problems.

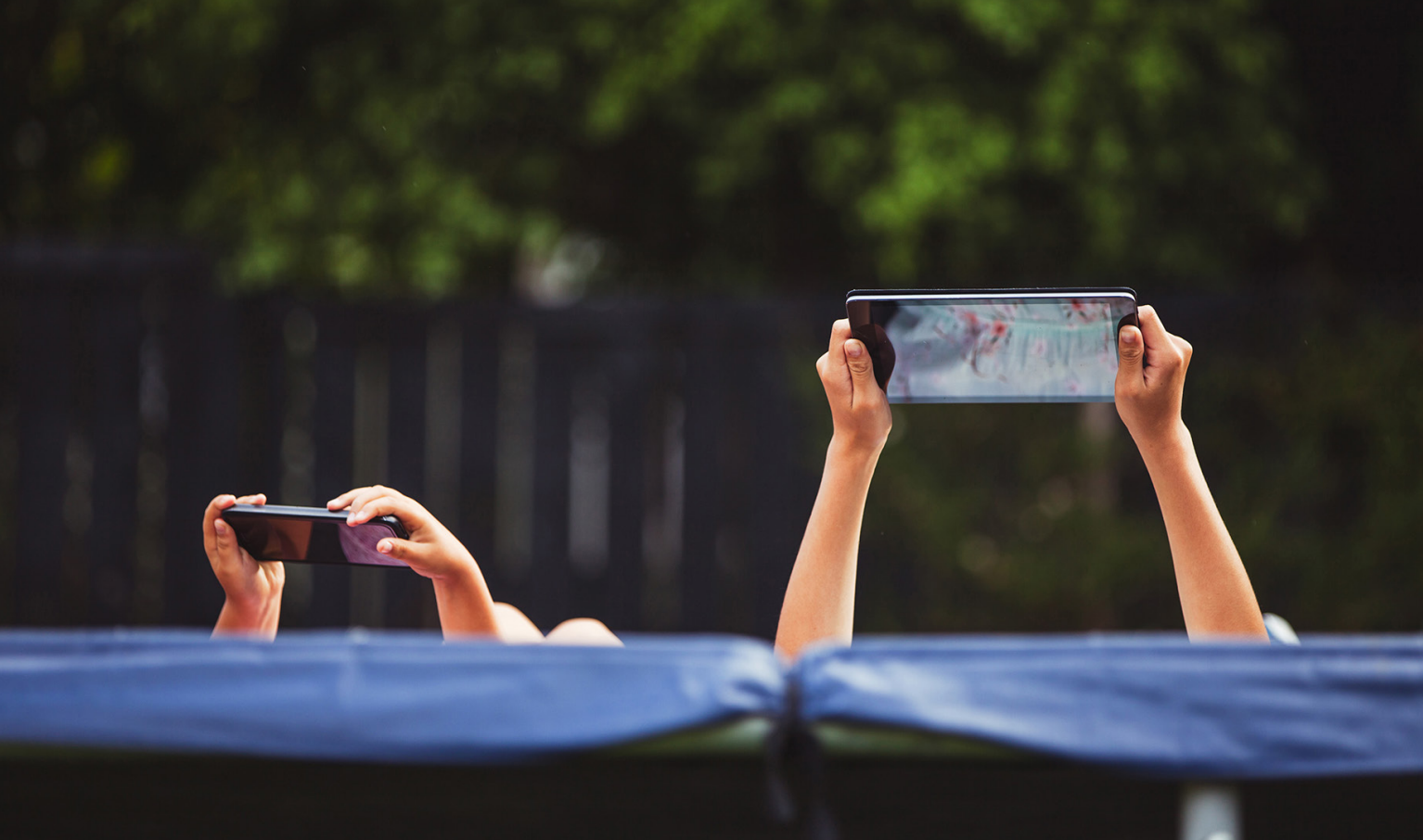
Türkay notes that partnering with ONOTIO made implementing AppDynamics and supporting their digital transformation a great experience for Türk Telekom. “ONOTIO was very responsive, and we got all the answers we needed from them. Their experience level with AppDynamics is very good, and we are glad to work with them,” Türkay shares.

Benefits

Strengthening collaboration and speeding up MTTR with fewer tools and expenses

AppDynamics has made a transformational difference in how departments across Türk Telekom collaborate. With better visibility across systems and more insight into end-user experience, Türk Telekom can expand its impact in the telco space. Now the team can detect and resolve issues in mere minutes, when previously the same fixes could take hours.

“Before AppDynamics, Türk Telekom wasn’t getting the performance it needed, despite the heavy cost and burden of its previous tools,” says Sualp. “Now it’s able to proactively monitor alerts and manage as many as 150 improvement suggestions per month and continue future-proofing its infrastructure.”



See your applications like never before

Learn more about how our solutions can meet your needs. Whether you're ready to get started or still have more questions, we'd love to hear from you.

Email: info@appdynamics.com
Phone: +1 (415) 442 8400

Arpacioglu says that having a single source of truth with AppDynamics has helped eliminate operating silos across the organization that previously impeded progress and made performance optimization harder than necessary.

"AppDynamics directly sends us to the root cause, so we can see when a problem occurs. And the transaction snapshots and discovery maps are critical for us when we're addressing problems," Tongar shares. "With AppDynamics, we've accelerated issue detection by 70%, ultimately reducing downtime and service interruptions by as much as 60% because we can direct tickets to the right place at the right time and collaborate more effectively to keep everything running smoothly."