

The background of the slide is a silhouette of a telecommunication tower against a bright orange and red sky. In the lower-left foreground, a person is silhouetted against the sky, holding a long pole or tool. A horizontal yellow line is positioned near the top of the image.

# Cantv: Optimizing Business Management with SAP® MaxAttention™ Services

**Executive overview**

Company

Vision

Why SAP

Benefits

**Company**

Compañía Anónima Nacional Teléfonos de Venezuela

**Industry**

Telecommunications

**Products and Services**

Telephone directories, landlines, mobile telephony, and Internet service

**Web Site**[www.cantv.com.ve](http://www.cantv.com.ve)**SAP® Solutions and Services**

SAP® ERP application, SAP Solution Manager application management solution, SAP Enterprise Support and SAP MaxAttention™ services

**Partner**

SAP Active Global Support organization



When a company's subscribers multiply by 115% within four years, chances are that its underlying IT infrastructure might not be stable enough to meet service-level agreements. That was the case for Compañía Anónima Nacional Teléfonos de Venezuela (Cantv), which had experienced not only enormous growth in Internet subscribers, but also huge increases in landlines and mobile telephony. It was time for an upgrade – and an assist from its **trusted advisor**, the SAP® Active Global Support organization.

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## Connecting people across the country

Based in Caracas, Cantv is Venezuela's leading telecommunications provider. Its fundamental objective is to promote social inclusion and reduce the barriers to access to digital technologies.

Cantv has consolidated its management and, over the past four years, achieved 65% growth in land-lines and 69% in mobile telephony, while 636,400 people have benefitted from its "Internet Equipped Plan." Within that time, Cantv had also laid more than 6,600 kilometers of fiber optic cable and carried out the connection to the national network's 12,214 kilometers of cable.



# 115%

Growth in Internet subscribers

To manage all these services, Cantv needed systems that were always up-to-date – and SAP MaxAttention™ services from the SAP Active Global Support organization became an important ally.



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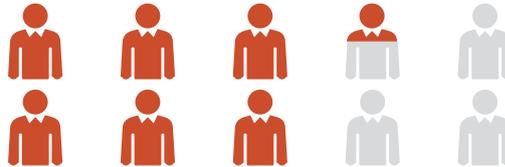
## Dialing up speed and stability

Since the company had been using the SAP ERP application since 2002, Cantv's team was familiar with the SAP software environment. Now, however, the company had begun a process of updating both its hardware and software to prevent its systems from becoming obsolete.

One obstacle to day-to-day work was the large number of backup files and prior versions produced by the workflow management systems. These files were useless but increased the volume of data stored. As a result, the system was neither as stable nor as fast as it needed to be to meet service-level agreements.

The first step was to stabilize the system and thus enable demand planning and improvements to operations. Reducing the volume of data in the system was essential to the implementation of the SAP Archiving application by OpenText, which would accelerate internal processes. The next objective was to systematize database cleansing to prevent any future overloading that would take the company right back to where it started.

Cantv had to be able to rely on both in-house and remote support to anticipate any contingency in the critical processes, and to take proactive measures that would reduce the number of incidents.



# 636,400 people

Benefitting from  
"Internet Equipped Plan"



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## Relying on a strong network

Once again, the company chose SAP because of its long-standing relationship and SAP's proven industry experience. This choice also ensured full integration with the other applications and allowed a holistic strategy to be established to manage the solution lifecycle.

With the implementation of SAP MaxAttention, the company adopted the SAP Solution Manager application management solution to facilitate monitoring

the SAP software environment as a whole. In addition, incorporation of the SAP Business Process Performance Optimization service improved application response times. And the best practices recommended by the SAP team were implemented to realize maximum benefits.

For Cantv, SAP MaxAttention thus became its trusted advisor, since the services suggest the appropriate optimizations to be applied to meet business needs.

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“SAP MaxAttention helped us to incorporate, increase, and transfer knowledge within the company. Today we have an internal support department which, supported by SAP's team, is always in a position to evaluate and plan management proactively.”

Ingrid Salazar, Solution Engineering Manager, Cantv



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# Transmitting knowledge

One of the principal benefits of the implementation is the optimization of hardware resource usage capacity. This has accelerated core process performance, thus speeding up business management.

“We meet with the SAP team every three months in order to plan the next steps,” says Ingrid Salazar, solution engineering manager at Cantv. “The dashboard is used to review management and operations. We can thus be sure that we are always up-to-date.”

With respect to support know-how, the SAP team transferred their knowledge to the Cantv team, thus facilitating precautionary measures and conflict resolution. And since the implementation of best practices helped ensure a solid basis for both incorporating future changes into – and maintaining – the technology platform, the relationship between Cantv and SAP looks to be long and promising.

