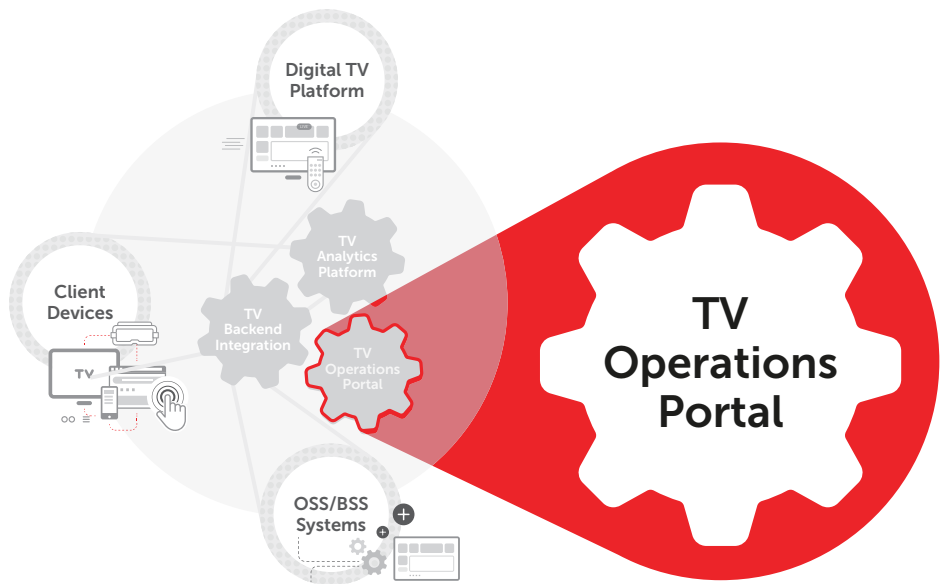# CELFOCUS

Delivering cutting-edge services with TV Operations Portal

Vodafone Group operates in diverse markets and regions, each one with a unique television ecosystem. Adapting a single tool to address this diversity represented a significant challenge. Thus, Vodafone needed a solution capable of effortlessly integrating and navigating the intricacies of these ecosystems.

To overcome these hurdles, Vodafone Group collaborated with Celfocus in the development of a new TV Portal, redefining the digital TV experience for its Operations team and customers.

CHALLENGE

Vodafone aimed to seamlessly integrate a wide range of client devices and set-top boxes with diverse technical specifications and compatibility requirements.

The operator required a tool to handle increasing demands while maintaining high performance, even during peak usage. It was crucial for the tool to offer both robust functionality and a user-friendly interface for a great customer experience. Security was also paramount to prevent data breaches and unauthorised access.

SOLUTION

The Vodafone TV Portal, developed directly within the AWS cloud infrastructure, is a cutting-edge platform designed to revolutionise remote management operations.
At its core, the Portal focuses on Authentication, Authorisation & User Management, ensuring robust security and controlled access.

In the backdrop, the Portal boasts a versatile set of modules and interfaces that empower operations to execute a wide range of tasks. It provides a unified Management Frontend, serving as the default operations console for diverse environments, all managed within a single deployment.

BENEFITS

The TV Portal has more than 1,300 end users and more than 5,500 remote requests per month. Furthermore, the solution is live in 2 Operating Companies and ready to be launched in 5 more.

Accelerated Issue Resolution: Minimises customer inconvenience by resolving issues faster, potentially increasing the Net Promoter Score (NPS) with a higher percentage of remote solutions.

Improved Efficiency: Boosts overall efficiency, contributing to cost reduction, sustainability, and increased competitiveness.

Substantial OpEx Reduction: Optimises resource allocation and streamlines workflows, leading to significant cost savings.