

Mobitel Digital Workspace Transformation With Google Workspace and other Security Win Back

ACCOUNT BACKGROUND

With a history of over 163 years, **SLT-MOBITEL** is the National Information and Communications Technology (ICT) Solutions Provider having served the Nation's need for connectivity, operating on fixed, mobile, and other operational segments by offering a range of ICT solutions that cater to consumers with a digital lifestyle including Voice, Fiber, ADSL, 4G LTE, Cloud Services, Enterprise Solutions, wholesale, international ICT solutions, IPTV services, eChannelling and a host of Value-added services.

WHAT BUSINESS PROBLEM CUSTOMER WANTED TO RESOLVE?

SLT-Mobitel used a mix of on-premises exchange, O365 and **Google Workspace** with 3rd party security solutions such as **SentinalOne, IBM MaaS360, Fortinet, Sophos and Zoom**. They wanted to move all their on-premises exchange accounts to **Google** and had already migrated 1500 users to Google Workspace Enterprise Standard. Their main challenge was to **manage** these multiple vendor solutions, which includes difficulties in managing their infrastructure and keeping up with the digital transformation of telco consumers by enabling the frontline. Their main **concerns** were how to provide **better productivity** and **collaboration** services to their workforce, while meeting their **compliance and security** requirements wherever they are located.

In addition, the SLT-Mobitel team wanted **new ways of being competitive** to counter fight to gain market share over telco space.

WHAT ARE THE KEY BENEFITS WHICH CUSTOMER ANTICIPATED FROM THIS DEAL?

- Secure communication and collaboration for highly mobile workforce.
- Streamlining and digitizing operations.
- Expand capabilities that help anticipate and respond to highly demanding customer needs.
- Building a secure, compliant foundation for safer communities through replacing legacy systems with modern secure and resilient technologies.

WHAT WERE THE PRIMARY REASONS FOR WINNING THIS OPPORTUNITY?

- Continuous engagement with the customer, in educating the customer on the capabilities that can offer on the M365 Platform and how it could solve challenges that they are facing today, and what innovation that they can build within the ecosystem of the platform on driving their digital transformation journey.
- One platform that offers a single view of Governance, Risk and Compliance (GRC), and security embedded in each part of the solutions integration seamlessly.
- 2-day EBC that was hosted for the key decision makers with a range of topics across Security, Frontline, Sustainability, and digital Telco transformation.
- Comprehensive exercise conducted by the MWP Specialist by leveraging the value calculator, which justified the TCO and the importance of Microsoft Security posture vs 3rd party solutions to win back 1500 Google seats, Convert all 3rd party security to Microsoft stack.

LESSONS LEARNED

- Engage with the customer needs through envisioning, delivering the solution value by researching in advance, and tailoring your conversation to all levels including strategic level key stakeholders (**addressing all rooms in the house**).
- Work with customer and build the transformation road map (**3 horizon**) together, by leveraging our end to end platform capability with the One Microsoft approach (Azure apps and infra / Data and AI), and present at Board level with Group CIO.
- Educate the importance of technology and digital transformation to the business owners by addressing their key challenges by aligning to their strategy (Eg - Educate the decision makers how the approach would help gain shareholder value)
- Constant knowledge update to key technical resources and convert them to be the champion of Microsoft.
- This approach helped us bridge the gaps and all parties concerned come to the same agreement and articulate a clear vision what the solution looks like for the customer.

What's Next

- Ensuring successful deployment of the solution by partner to drive optimized consumption and maximum adoption.
- Working with SLT – Mobitel on how to use generative AI for promotional campaign management / product recommendation model.
- Lift and shift – 300 VMs to Azure.

Modernize the SLT – Mobitel selfcare application with cloud native vision.