

Digital Challenges for Service Leaders

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Customers today have higher expectations for **digital experiences** based on their interactions with other businesses

How Customers Perceive Digital Experience

Service leaders want to reinforce better digital customer experience with more instant, seamless, easy service



Build Digital Platform

...with the best design & performance



Create APIs

...with best ability to drive the transformation



Integrate & Connect

...to enable the best feature set



Deploy Specific MVPs

...with a tested, sure-shot platform to achieve the best in customer experience



Achieve the Desired Experience

...maintain & improve further

Space Hellas – The Leading Service Provider

EXPERTISE

>700

certifications and
accreditations

**Multi-Vendors
Support**

EFFICIENCY

24/7

Service-Desk
with more than
40.000 calls
yearly

RESPONSE

2 Hours

repair time for
customers with
strict SLAs

EFFECTIVENESS

>12.000

on-site visits
executed yearly

AVAILABILITY

>€2 MM

readily available
backup
equipment
spread all over
the country

Space Hellas digital footprint



Space Hellas
Innovation Lab

Space Hellas innovation lab aims at:

- Monitoring next Gen trends
- Identifying new opportunities
- Fostering customer-centric innovation
- Creating new revenue streams



PLATFORMS

AWS
Azure
Oracle Cloud
DevNet

APPS/SERVICES

SH Guardian
Bizz-IQ
Web-IQ



PARTNERS

Amazon
BT
Cisco
DellEMC
Equinix
Google
HP
Microsoft
Oracle
vmware



PRESENCE

Greece
Cyprus
Malta
Serbia
Romania
Germany
Netherlands
Jordan



Three ways we deliver customers,
Digital Service Experience

Meeting customers increasing internal pressures and accountability

- By using digital tools and Platforms:
 - Cisco Prime, Cisco Call Manager, Microsoft SCOM, HP NNMi, Space Hellas .Pulse, Solarwinds, INFOR EAM
- for:
 - Predicting
 - Responding
 - Solving
 - Reporting



| Prioritizing and improving the digital experience

- CRM
- Help Desk
- NOC
- SOC

Exploring applications for improving digital operational efficiency

- BPR (Business Process Reengineering)
- WFMS (Work Force Management System)
- Cloud Services
- BI TOOLS (Business Intelligence Tools)
- AI (Artificial Intelligence)

| The MITA's Example



MALTA INFORMATION TECHNOLOGY AGENCY

Malta Information Technology Agency

Provision of Hybrid Cloud Enabling Infrastructure and Services

- Procurement of a Hybrid Cloud solution enabling infrastructure and services, composed of an On-Premise private cloud deployed on a hyper-converged infrastructure hosted in MITA's Data Centre, the procurement and use of cloud services from a Public Cloud, and the integration between the On-Premise private cloud and the Public Cloud
- Building Blocks:
 - hyper-converged infrastructure and IaaS
 - software services
 - management and DevOps
 - operational and support services
 - security and controls
 - billing and usage metering



| The OPAP's Example



OPAP Digital Signage Platform Greece & Cyprus

- Complete DS solution to support:
 - 5.000 OPAP stores (GR/CY)
 - 8 Unique feeds (TVs) per store – Expandable to 12
 - Primary & DR site operation
- Peripherals (supply and roll-out):
 - Dual head DS players & consignment stock
 - VideoWalls, LFDs, Streamers, 4kDS players
- Services:
 - Overall Project Design & Management
 - Dual Central Site High-Availability Implementation under strict SLAs
 - Development of Tailor-Made Display Widgets customizable through Agent Portal
 - Design of of Game API Specification & API Integration
 - Support and maintenance of centrally installed H/W & S/W under SLA
 - Support and maintenance of all peripherals under SLA
 - Training services for OPAP admins & operators



Empowering

Your Digital Transformation Journey

Thank you for your attention



 **SPACE**

Classification ISO 27001: Public

MK-23082018-1



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