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*Internet of Things analytics can really drive value. ARTS provides our customers with a tool to understand the IoT data at their disposal. It has the added benefit of reducing maintenance costs, generating savings and uncovering new revenue streams.”*

**Anders Bresell**

Head of Technology Development  
Telenor Connexion



## Telenor Connexion Provides Advanced IoT Data Analytics to Its Clients

### Capgemini Enables the Leading IoT Solutions Provider to Jump Ahead of the Competition

#### Connecting the World

In today's world the term offline is no longer applicable, Telenor Connexion makes sure its clients are connected to the digital world, enabling them to make the most of the Internet of Things. The company connects people, places and things through over 400 mobile networks making up one global IoT system.

#### Lagging Legacy Systems

While Telenor Connexion provided its customers with high quality mobile connectivity on a global level, there was untapped potential in mining data from its global systems for the benefit of the company and its clients. At the time, Telenor Connexion had limited strategic insight into network performance and geographical device distribution, and the decision was made to improve on these systems. The adoption of advanced data analytics would also provide powerful self-service troubleshooting capabilities for clients who previously could not take action on connectivity issues.

#### Overview

**Customer Name:** Telenor Connexion

**Industry:** Telecommunication/  
Internet of Things

**HQ Location:** Sweden

**Client Challenges/Business Need:** A lack of self-service troubleshooting capability for clients.

**Solution-at-a-glance:** A state-of-the-art self-service trouble-shooting system, the Advanced Real-time troubleshooting Tool Set (ARTS).

#### Results (Benefits):

- Lower time spent on troubleshooting
- Reduced downtime for clients
- Improved analytics capability

## Consolidation in One Go

Telenor Connexion chose Capgemini because it had evidenced its expertise and experience by implementing a real-time big data platform for the company during a previous engagement. Furthermore, Capgemini's partnership with Amazon AWS was seen as a big plus along with its proven track record of providing skilled development teams.

Capgemini built the cloud-based Advanced Real-time troubleshooting ToolSet (ARTS), based on the AWS platform. The system provides unique, real-time insights into global mobile networks and all connected devices. ARTS empowers Telenor Connexion's customers to deliver a better end-user experience, improve their competitive position and increase revenue through its powerful analytics.

ARTS is unique to the Internet of Things market. ARTS provides operator level insights with instant identification (alerts) of when and what issues are occurring on any network with actionable information and suggestions for troubleshooting. The system measures the quality of service on a global level and using high-level analytics, predicts issues in the networks and automatically prescribes solutions. Modern and scalable cloud based technologies within the system allow fast troubleshooting and problem solving while requiring low maintenance and cost-effective infrastructure. The technology reduces issue resolution times from taking hours to taking minutes.

## Surpassing Expectations

Following implementation, Telenor Connexion is able to receive insights from its networks to ensure strategic decisions are made on reliable information when developing new products, sourcing new devices and the like. Clients can also improve their margins where devices are alive and functioning but not bringing in revenue.

ARTS is a differentiator both within Telenor, allowing it improved oversight and improved prediction capability, and externally, with customers benefiting from optimized operations based on insight from ARTS. Furthermore, downtime and costs have been reduced.

Telenor Connexion is now in a unique pioneering position for bringing big data analytics to its global customers in a number of industries making the network realm more understandable and predictable. This will further enhance the company's ability to connect its clients with the Internet of Things - bringing people, places and things together in unprecedented ways.

## About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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[www.capgemini.com](http://www.capgemini.com)

## About Telenor Connexion

Telenor Connexion designs and operates IoT solutions. Building on more than 15 years of experience, the company makes it easy to realize the value of connected services. Together with customers such as Volvo, Nissan, Scania, Hitachi, Securitas Direct and Telcare, Telenor Connexion has designed smart and innovative connected solutions deployed across the globe.

Learn more about client at:  
[www.telenorconnexion.com](http://www.telenorconnexion.com)

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