

CASE STUDY

Global Telecoms Enterprise

An international telecoms giant replaces end-of-life asset management platform with uControl.

A BUSINESS-CRITICAL SITUATION



The international enterprise operated a highly secure, air-gapped hosting environment supporting critical customer infrastructure, including systems used by public sector and regulated organisations. Within this environment, the IT team relied on a homegrown asset management platform to track customer-owned and business-managed infrastructure.



The platform had been end-of-life for several years. It was no longer being developed, patched or enhanced and had become increasingly difficult to maintain. Asset records were updated manually, creating significant operational overhead and introducing the risk of inaccurate data.



For internal Customer Service Managers (CSMs), accurate asset information was essential. Asset data was used to support customer reporting, operational management and billing. Changes to infrastructure were communicated manually and relied on a single administrator updating the asset register. This created multiple manual touchpoints, operational bottlenecks and a growing risk of inaccurate customer billing.



At the same time, the business was exploring a move to a traditional Discovery and CMDB solution. However, licensing costs, skills requirements, ongoing support considerations and the complexities of operating within a secure air-gapped environment created significant challenges.



Without action, the enterprise faced increasing operational risk, growing maintenance effort and continued reliance on unsupported technology.

They turned to uControl.

RESULTS



uControl achieved:



VENDOR-SUPPORTED ASSET MANAGEMENT PLATFORM

- uControl replaced an unsupported homegrown solution with a fully supported platform.



REDUCED OPERATIONAL RISK

- uControl eliminated the businesses reliance on an end-of-life application and reduced dependence on a single administrator.



IMPROVED REPORTING AND DATA MANAGEMENT

- uControl enabled Customer Service Managers to manage updates and reporting more efficiently.



LOWER OPERATIONAL OVERHEAD

- uControl reduced manual administration and simplified ongoing platform management.



FUTURE-READY FOUNDATION

- The project established uControl as a platform capable of supporting future automation and discovery initiatives.



CONTINUED CONFIDENCE IN THE SOLUTION

- The business renewed uControl for a further three years following the initial deployment.



Many organisations find themselves trapped between an ageing system they no longer trust and a replacement programme that feels too expensive or complex to justify. The businesses challenge wasn't technology; it was finding a practical path forward. uControl provided that bridge, delivering a supported, sustainable solution that reduced risk immediately, while creating a foundation for future automation.



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Replaces End-of-Life Asset
Management Platform with uControl



WHAT WE DID

TekWurx initially worked with internal teams to design and deploy a Discovery and CMDB solution for the secure hosting environment. However, evolving business priorities, internal stakeholder concerns and ongoing operational considerations led leadership to reconsider the long-term approach.

When the business revisited the programme, TekWurx re-engaged with key stakeholders and reassessed the organisation's operational requirements.

During delivery it became clear that the immediate challenge was not simply implementing a Discovery platform and CMDB. The more pressing issue was replacing the unsupported asset management capability that underpinned operational reporting and customer billing.

uControl could provide the functionality that the business required immediately while avoiding the cost, complexity and skills burden associated with a larger CMDB implementation.

THE TEAM:

- ✓ Redeployed the solution architecture.
- ✓ Configured uControl to support the businesses asset management requirements.
- ✓ Migrated operational processes away from the legacy platform.
- ✓ Enabled business context to be associated with managed assets.
- ✓ Delivered improved reporting and administration capabilities.
- ✓ Provided a fully supported platform suitable for long-term operation.

The result was a pragmatic solution that delivered immediate business value while preserving the opportunity for future discovery and automation initiatives.

OVERCOMING CHALLENGES

This project faced challenges long before deployment began.

The business had previously attempted to introduce a traditional Discovery and CMDB solution but struggled to achieve stakeholder adoption. Several years later, the organisation returned to the programme with a renewed requirement driven by the retirement of the legacy platform.

As the project progressed, four key challenges emerged:

1



LEGACY TECHNOLOGY RISK

The existing platform was no longer supported, creating increasing operational and business risk.

2



SKILLS AND OPERATIONAL OWNERSHIP

The enterprise needed a solution that could be maintained without specialist Discovery or CMDB expertise.

3



LICENSING AND TOTAL COST OF OWNERSHIP

Traditional enterprise discovery and CMDB tooling introduced ongoing licensing and operational costs that were difficult to justify.

4



SINGLE POINT OF FAILURE

Critical asset management processes depended on one individual maintaining data within the legacy platform.

Rather than driving the business toward a larger transformation programme, TekWurx adapted the solution to address the immediate business need.

By focusing on operational outcomes rather than technology for its own sake, TekWurx delivered a supported, sustainable platform that reduced risk, improved operational efficiency and provided a foundation for future automation.

GET IN TOUCH

Let's start a conversation about how uControl can eliminate risk, reduce cost and drive operational excellence.



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