

MITACS Telekomservice GmbH Case study

Streamlining development and back office processes to drive growth and profit

The business challenge:

After a series of mergers and global developments, MITACS is now one of the leading telecom operators in Austria, which ranks among the top 10 fixed network carriers and having global presence in the area of long distance calling services. The group was committed to streamline and reduce the costs of long distance connections around the globe by reducing their operating costs.

The solution:

IT PLUS was responsible for MITACS's operational effectiveness programme and delivering the most innovative software solutions and outsourced services. Our professionals sustained the team in Austria to reduce their program development, support and back office services cost. To ensure sustainable results we are still working along with MITACS

The benefits:

Our support services help MITACS to deliver its services all over the world. It also helps the client to create global solutions as well as efficient customer management thus increasing profitability.

“There is a real team spirit and support from IT PLUS professionals which is necessary for us to achieve our targets and make our products and services globally successful”

- Georg Hitsch, CIO and Head of Operations, MITACS Telekomservice GmbH