

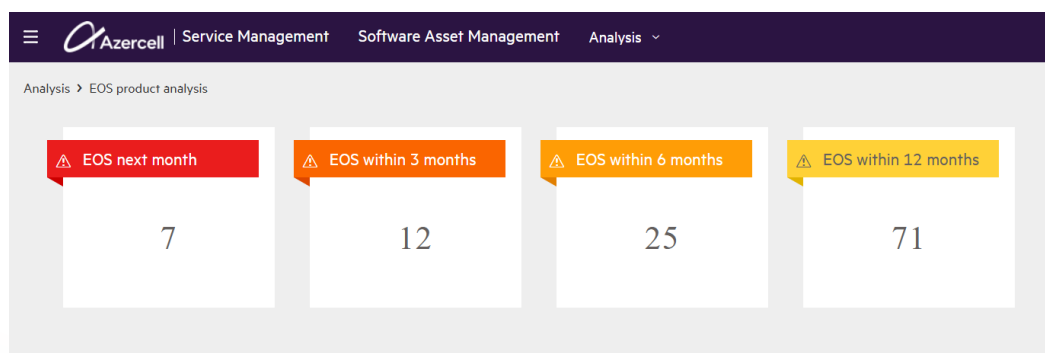
Azercell ITAM Transformation – Centralized, Reliable and Sustainable IT Asset Management with Kafein Expertise

As digitalization accelerates, IT infrastructures in the telecom industry are becoming increasingly complex. Hardware, software, and infrastructure data stored across different systems often create challenges in management, auditing, and compliance. To overcome these challenges and achieve centralized control and sustainability in asset management, **Azercell**, Azerbaijan's leading telecom operator, partnered with **Kafein Technology** to launch a comprehensive **IT Asset Management (ITAM) project**.

Project Goals

Azercell aimed to consolidate its broad IT asset portfolio, moving away from fragmented systems to create **a single reliable source of truth** ("single source of truth"). The project objectives included:

- Ensuring fragmented asset data became accurate, up-to-date, and reliable
- Consolidating hardware, software, and infrastructure into one central inventory
- Visualizing dependencies between services, applications, and infrastructure components
- Achieving license compliance and optimizing software costs
- Simplifying audit and reporting processes
- Establishing centralized control and transparency in asset management



Kafein's Approach and Technology Stack

Kafein's expert team implemented the project using **OpenText Asset Management X (AMX)** and **OpenText Universal CMDB (UCMDB)**.

The project covered:

- **Centralized Inventory Management:** Complete discovery of Azercell's IT environment and consolidation into a single, centralized asset database.
- **Topology Mapping:** Identification and visualization of dependencies between servers, applications, and infrastructure components.
- **Software & License Management:** Deployment of AMX's software asset management module to track licenses, prepare usage and compliance reports, and ensure optimization.
- **System Integration:** Seamless integration of AMX and UCMDB to create a single, trusted "single source of truth" for all asset data.

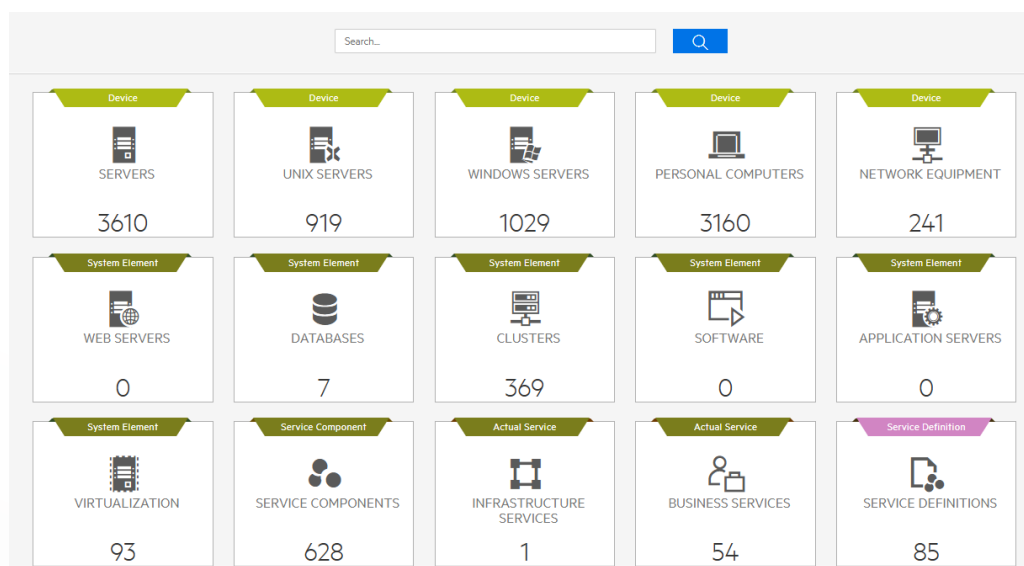
Contribution to ITSM Processes

By providing full visibility into the assets used in ITSM processes, it facilitated decision-making based on accurate, up-to-date, and relevant information. This aimed to improve speed, accuracy, and cost control in request, change, and incident management processes.

Tangible Value Delivered

By the end of the project, Azercell achieved significant improvements in both operational efficiency and strategic IT management:

- **Full Visibility:** All IT assets can now be viewed and managed from a central, reliable platform.
- **Transparency and Clarity:** Service–infrastructure relationships are visualized, enabling better management.
- **Speed and Accuracy:** Audit and reporting processes have been simplified, accelerating decision-making.
- **Cost Optimization:** License compliance was achieved, eliminating unnecessary costs and enabling financial efficiency.
- **Centralized Control:** Asset management processes are now sustainable, reliable, and future-ready.



With Kafein Technology's experience and expertise, Azercell not only met its immediate IT needs but also laid the groundwork for long-term digital transformation.

By transitioning from a fragmented and distributed system to **a centralized, reliable, and sustainable asset management platform**, Azercell is now able to manage IT operations more efficiently, optimize resources, and step into the digital future with confidence.