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Powering a Billion-Dollar Telecom Business

HCL Domino, Nomad & AI-Ready Hybrid Cloud at A1 Telekom Austria

HCL **Domino**

Executive Overview

A1 Telekom Austria Group, headquartered in Vienna and listed on the Vienna Stock Exchange, is a leading digital services provider across Central and Eastern Europe, serving 6.1 million mobile and 2.3 million fixed-line customers. Supporting this scale requires operational efficiency across sales, pre-sales, post-sales, and management workflows.

To manage mission-critical business processes for more than 1,200 employees, A1 relies on HCL Domino as the backbone of its internal applications. In partnership with Axians ICT Austria GmbH, the organization modernized and mobilized its Domino environment—extending it with Nomad Mobile, hybrid cloud deployment, and AI readiness—while maintaining exceptional cost efficiency.

The Challenge

Enabling Mobile Sales at Scale

A1 Telekom Austria depends on complex Domino workflows to support sales operations, management approvals, and reporting across more than 1,200 users. Despite this scale and complexity, the environment is managed by just two full-time equivalents (FTEs).

The organization required a platform capable of sustaining this lean operational model while supporting mobile work, compliance mandates such as SOX and GDPR, and ongoing cloud strategy alignment. Maintaining performance and agility—without increasing operational overhead—was critical.

The Solution

Domino Extended with Mobility and AI

Working with Axians ICT Austria, A1 strengthened its Domino foundation and extended it with HCL Nomad Mobile to enable secure, real-time approvals and workflow access for field and management users. Over 150 users currently leverage mobile access, with plans to expand further.

Domino automates reporting processes, reducing manual effort and improving responsiveness. A hybrid cloud deployment model—combining on-premises infrastructure with Exoscale—ensures flexibility, rapid updates, and regulatory compliance. With Domino 14.5 and Domino IQ initiatives underway, the platform is positioned for AI-enabled workflow innovation without requiring replatforming.

The Results

Mission-Critical Efficiency Delivered

HCL Domino now powers daily operations for more than 1,200 A1 employees across sales and management functions. Automated reporting frees sales teams to focus on customer engagement, while Nomad Mobile accelerates managerial approvals and decision cycles.

The platform's total cost of ownership remains a defining advantage: two FTEs support a highly complex environment at an estimated 20× lower cost compared to competing platforms. Compliance requirements—including SOX and GDPR—are addressed through rapid update cycles and centralized controls without business disruption.

A1 continues to expand mobile forms to additional user groups and is piloting Domino 14.5 and Domino IQ capabilities to introduce AI-driven enhancements. The hybrid architecture supports both cloud alignment and operational resilience.

The Results

Lean Operational Model – 1,200+ users supported by just two FTEs; significant total cost of ownership advantage.

Secure Mobile Enablement – HCL Nomad providing mobile workflow access and faster approvals.

Compliance & Future Readiness – SOX/GDPR compliance, hybrid cloud (on-prem + Exoscale), and AI-ready roadmap with Domino 14.5 and Domino IQ.

> "HCL Domino sits at the heart of everything —without it, business operations would stop."

About axians

Axians approach goes beyond technology. It's about skilled experts working closely with our customers to navigate complex digital challenges. We're a people-to-people organization where human connection and understanding drive solutions. Simply "The best of ICT with a human touch." For more information, go to: www.axians.com.

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.