Unified Assurance for Better Efficiency

Case Study

The benefits of consolidating service assurance systems

In 2014, TEOCO helped a leading south European operator in consolidating its fault and performance management systems into one solution under TEOCO's unified Helix service assurance suite. TEOCO worked closely with them throughout the entire process to ensure the new system was implemented effectively and according to the tight schedule.

The move to one system and one vendor saved the service provider close to 10% of capital and operational costs. It also reduced errors and processing time, and lowered integration costs and hardware requirements.

With this unified customer-centric approach to performance and fault management, the operator's staff discovers issues and remediates to them more quickly and effectively, ensuring peak performance for millions of subscribers.

The Customer: Leading South European Provider

The operator is a leading service provider offering internet, fixed and mobile phone and TV service to more than 11 million customers. Part of a wider group, they are one of the world's leading telecommunications operators. The group operates in multiple countries with a total customer base of over 230 million – of which 75% are mobile customers.

Case Study

The Challenges

After years of growth and acquisitions, the operator found itself with numerous fault and performance management tools for monitoring its network. These disparate systems were costly to support and maintain, required specialized teams to manage, and did not provide a consolidated view of the network.

Several solutions from various vendors were used, including TEOCO's fault management solution for dedicated alarm management, real-time, centralized monitoring of events and performance analysis reporting.

In 2013, when the customer launched its LTE network, the amount of events occurring daily went booming. Using two systems to manage them: one for the collection and generation of alarms, and another one for the overall service assurance management, proved to be ineffective. This process of transmitting information between solutions caused alarm response times to be lengthier than desired.

In addition, managing multiple vendors became too costly for the operator, and training users on several platforms was challenging. This prompted a decision to reduce the number of vendors and systems, and to consolidate them under one converged platform.

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No more patchwork solutions

After evaluating competing solutions, the service provider chose to replace their legacy service assurance solution with TEOCO's performance management software, and consolidate with their fault management solution under TEOCO's Helix service assurance.

The operator chose to expand its work with TEOCO because they could meet the need for an all-in- one FM and PM system consolidation, and centralize this throughout their entire organization.
Consolidating its service assurance solutions enabled the customer to save time while optimizing the network and fixing issues, and Helix was promptly adopted by Network Operation Center (NOC) and engineering users. Ultimately, TEOCO proved to be a key partner in the rolling out of the LTE network, as Helix ensured adequate planning and management of operations.

Helix was implemented under very tight deadlines and TEOCO remained deeply involved throughout the process. The latter included hosting training activities and supporting leading workshops with vendors, so that everyone was fully trained and on-board.

COST EFFICIENT
cost less to maintain and manage

BETTER TIME TO RESPONSE
automating tasks and integrating solutions

MORE ROBUST & FLEXIBLE
manages a large amount of data and mirrors the NOC

OPERATIONAL AND CAPITAL COST REDUCTIONS

The consolidation to a single fault system offered the customer operational and capital cost reductions with a single tool that costs less to manage, operate and maintain. Ultimately, a unified solution with all information centralized, also meant less time was required to respond to alarms and problems could be identified and resolved more quickly.
The operator's trust in TEOCO paid off with tangible results. Helix monitors huge amounts of network elements and exceeds specific requirements in areas such as topology cross level aggregations and cross vendor aggregations.

ROBUSTNESS

Dozens of thousands of events are now transiting through the group's multi-vendor, multi-technology environment – especially since the introduction of LTE. TEOCO's system has proven to be sufficiently robust to manage these demands, generating real-time alarms that can be acted upon more quickly, and the customer has achieved the results it were looking for.

EMPOWERING THE USER

TEOCO's Helix solution offers a single platform for monitoring and managing alarms, with an advanced user interface that makes it easy to use. The platform also includes customizable libraries, so that repetitive tasks are seamlessly automated.
Another value-added feature of Helix is that it has enabled the operator's Network Operations Center (NOC) to customize its activities in ways that mirror the organization of the NOC itself, so even though technologies and vendors divide it, they are organized in a way to boost efficiency and performance.