BEELINE

CASE #1

Resource Provisioning / Fault Management / Performance Management

PROJECT SCOPE

A major federal telecommunication services provider:

- Holds more than 9% of the broadband internet access market in more than 150 cities in Russia.
- About 500 thousand of units of active equipment.
- More than 200 types of equipment from different manufacturers.

THE CHALLENGE

When expanding the company by acquisition of another BBA operator a need for infrastructure unification into a unified accounting system with a following monitoring of active equipment has appeared.

To provide control over company's assets and for operative gathering of the telecom network material base and it's infrastructure data it is necessary to provide a correct data input, automated data gathering and TMC transfer control.

- Perform a network inventory and add newly gathered data to the unified accounting system with the following monitoring of active network equipment.
- Provide operative control over the TMC transfer on any stage of equipment's lifecycle.

SOLUTION

Using Network Auto-discovery a search, definition and polling of the installed network equipment parameters was performed. This provided a possibility to get a detailed picture of active equipment installed on the network and use this data for comparison with the information in the WMS.

Here are the automated processes: installation of the network equipment, modernization of the access equipment, subscribing a new client.

As the digital document progresses on the WMS route EQM gets and updates equipment data.

Establishing control over every stage of device's verification after it's actual installation (comparison of polled MAC-address parameters and the serial number with the same parameters that were acquired through WMS) provided a possibility to get reliable information about the results of modernization and installation.

A flexible report system with a scheduled reports generation and reporting to the assigned staff, and an ability to use different KPI metrics was implemented

System modules in use:

- Network Resource Inventory (Active Resource/Autodiscovery)
- Monitoring
- Processes & Workforce Management
- Warehouse & Assets
- Reporting Engine
- Network Auto-discovery – a module of network equipment autodetection that is used to get information about the equipment and it's parameters.
- WMS—Warehouse management system; any specialized warehouse management system.
- EQM—equipment manager; Full-fledged OSS/BSS platform.
- KPI—key performance indicators

> After the organization of a full equipment accounting cycle with the use of inventory, monitoring, document flow and warehouse accounting modules administrative expenses of the company were significantly decreased. The reliability of actually installed equipment with the data from warehouse accounting system of the BBA department reached 95%.

RESULTS

- Initial inventory provides a possibility to get complete and reliable information about equipment availability.
- High level of automation of data gathering and accounting processes allows minimizing misrepresentations caused by incorrect information input.
- 100% actual data on each stage of the process.
- Full logging and documentation of the process – you can always determine the financially-responsible person for a specific unit and track the whole TMC route.
- Considerable decreasing of operator's expenses brought by the inventory for company's assets verification.
- Thanks to a flexible report system – a timely provision of actual information on assets' state.
- Prevention of theft inside the company.