NET BY NET HOLDING

CASE #2

Platform. SQM. NGRI/SRI/FM/PM/WFM => Process & Service Quality Management

~800
released objects

~6 mln
of active ports

> 1,5mln
of metrics/ 5min

Processes:
Trouble Ticketing, Order Management, Planned Maintenance and others

Integration:
Microsoft Dynamics xRM, Onyma Billing, Zabbix

PROJECT SCOPE

- Country-wide ISP with multiple physical, logical and infrastructure assets, with Points of Presence in almost each city of Russia

- Over 800 000 network elements are under Network Resource Inventory and Configuration management (>6mln of active ports)

- Over 1mln customers are under Service Inventory and Quality Management

- Over 1mln of events are being processed through Fault Management per day

- Over 1,5mln of metrics are being collected per 5min interval via Performance Management

- Over 20 processes are designed and ready to be performed

- Over 300 business-processes are running simultaneously

- About 100 reports for different departments

THE CHALLENGE

Network Service Providers meet and try to solve the heavy challenges: how not to become just a traffic pipe and more than that – how to increase and extend their influence on the Global Market, extend and increase revenue streams.

They should keep their Product Range as wide as possible,

Service Ordering & Delivery as fast & easy as it's possible and as a result – Customers loyalty and revenue as high as it's possible.

Our goal here is to build a point of integration between Business, Planning & Operations to reduce delays by providing a single window to automatically encapsulate planning and acquiring necessary resources, reporting, troubleshooting and at any stage of our Company's Lifecycle, which in turn is leading us to increase our Customers loyalty and revenue stream.

SOLUTION

To achieve the goals, which are described above, we have

- designed a flexible architecture and accounting model, which includes closest interaction between different Platform modules and 3rd party systems (Like billing and CRM),

- built detailed resource-service model with different points of view, cross-integrated processes over the entire Company.

- It helped them to automate most important or routine parts of the processes across the Company to avoid human factor where it's possible and to improve efficiency, increase speed of Decision making.

RESULTS

Using this model they got opportunities and efficient tools:

- To measure and analyze health status/KPI/SLA metrics of services with ability of drill down to the low-level physical, logical resources, related alarms, PM metrics, documents, requests, which form these KPI/SLA metrics, which represent a service since it's been born and vice versa;

- To build and calculate dependencies, relations between services, prevent SLA violations and DoS on business-critical areas,

- To automatically plan urgent maintenance/restoration and remediation procedures after some service-side defined metrics have crossed a line

- To provide all this info via API or messaging services to another systems (Like CRM, IVR)

- Drastically increase troubleshooting speed and quality of service overall.