

ER-TELECOM

CASE #4

Project Scope

A major federal telecommunication service provider that holds more than 11% of the broadband internet access market in more than 560 cities in Russia. About 3 mln. units of active equipment and about 60 units of equipment in one city is being installed/changed every day. Hundreds of warehouse operations per day.

Challenge

Telecom industry implies serious investments into infrastructural assets, and the speed of assets' updating is considerably higher than in other branches, and the geography – wider. Considering possible constant changes and massive capital investments (CAPEX), supporting a high level of AM is starting to become a problem for the telecom operator.

Here are the main problems that appear because of ineffective active management:

- Not optimal CAPEX solutions that lead to a cash outflow;
 - Audit questions and incompatibility with the requirements;
- Unreasonably high OPEX

SOLUTION

Optimal management of assets during their lifecycle allows to execute strategic plans of the company.

For efficient assets management there are some special software products that are able to cover all or most of management processes.

Equipment Manager software allows to have coordinated control over such processes as:

- Technical support and repairs;
- Material and technical supply;

>15 mln
objects

>3 mln
events
processed per day

>2 mln
metrics/ 5 min

Integration:
Billing, IVR System, Internal IT-Systems, Financial Assets Management System

>31 mln
of active ports

>200 k
of services

Processes:
Trouble Ticketing, Planned Maintenance, Performance Management, Resource Lifecycle Management, Usage Management and others

- Warehouse stock management.
- Installation of a new network equipment in order to subscribe new customers is one of the objectives that is regularly performed by the operator. Let's look at this process more closely:
- It starts with a feasibility study that goes through several stages of approval.

Then a job ticket is being formed for the executor (technician) that has already been assigned the necessary materials by the warehouse staff member.

The technician performs his work in the "turnkey" mode.». The equipment and the materials are being transferred from the warehouse to the fixed asset.

The switch connected to the network is already automatically defined and assigned to monitoring (automatic comparison of the device type, MAC-address, installation address and the device's serial number).

Inspection and approval by the head manager.

Synchronization with accounting and billing systems.

RESULTS

- Reliability of the information on the network – 95%
- Human factor influence on the data input errors is minimized
- Full logging and documentation of the process – you can always determine the financially-responsible

- person for a specific nomenclature unit.
- Considerable decreasing of operator's expenses brought by the inventory for company's assets verification.
- Prevention of theft inside the company and warehouse overstock.
- Decreasing of labor compensation fund because of the high level of automation
- Decreasing modernization expenses
- Gathering statistics for operative and strategic planning.

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After the organization of a full cycle of equipment inventory with the use of modules of inventory, monitoring, document flow and warehouse accounting company assets management became significantly easier and faster, which in turn decreased the OPEX. And on the whole Holding level – this economy is comparable with a small BBA operator budget.

Yugov Daniil, Leading business-technologist for the automation of the technical unit of the telecommunications operator.