CASE STUDY

Tier 1 Telecom Operator Automates Service Assurance, thus reducing CAPEX and OPEX with Comarch NGSA

The Goal

- **Improve customer experience** by shortening customer impact analysis to seconds, as well as introducing pro-active customer service monitoring (based on a central database of known causes) and Quality of Service (QoS) metrics

- **Reduce the number of network alarms** that require manual analysis, correlation and clearing by increasing process automation

- **Unify and simplify interfacing** between one Umbrella NG OSS Layer and a multi-vendor, multi-technology Network Infrastructure

- **Decrease CAPEX and OPEX in the area of network management** thanks to the standardization and consolidation of quality assurance processes and knowledge

The Solution

- **Guarantees high quality of customer services** across all network domains

- **Closes the gap between traditional Network Management** and Customer Experience Management, providing for a major milestone in the strategy of customer-centric network operations

- **Calculates the impact of alarms on services** by providing an insight into customer perception of network faults – the system facilitates a pro-active reaction to service incidents (an operator can take action before a customer issues a complaint), which forms an essential part of a modern approach to customer experience management

- **Provides full control over new service-based performance metrics** in the operator’s converged network and IT infrastructure

- **Executes robust network alarm processing** with advanced root cause analysis

- **Provides a competitive advantage in the enterprise customer segment** by introducing a new topological correlations engine, which can significantly reduce the amount of presented alarms in the converged network

- **Improves Customer Impact Analysis** thanks to introducing converged service models with aggregated customer information and generic alarm propagation rules throughout all services

THE PROJECT IN NUMBERS

- **Reduction of CAPEX (47%) and OPEX (68%)**, together with over **30% future savings** forecasted in integration & customization areas

- **750,000 network elements** monitored

- **40 alarms per second** gathered on average

- **70% reduction in the amount of alarms**

- **250 concurrent users** of the NGSA Console

COMARCH’S PRODUCTS & SERVICES:

NEXT GENERATION SERVICE ASSURANCE (NGSA):

- Comarch Fault Management
- Comarch Service Monitoring
- Comarch Process Management
- Comarch Service Quality Management
Show a high level of availability & reliability

- Standardizes interfaces according to TMF Frameworx, which significantly reduces the time and cost of new integrations

- The newly created Known Event Database (KEDB) defines event types and actions with a library of predefined event rules; KEDB supports rules such as delaying, suppressing, trashing, acknowledging, changing severity, setting specific values on events etc.

**The Result**

- **Reduce CAPEX (47%) and OPEX (68%),** together with over 30% future savings forecasted in integration & customization areas

- **Replace two separate systems** for Fault Management and Service Management for all network domains (mobile, fixed, broadband) **with one comprehensive system, Comarch NGSA,** while providing extra value in terms of system synergy and high-end features

- A shift from resource-centric Fault Management towards **customer-centric Service Assurance**

- **Increased quality of service for the operator’s customers,** improved implementation and management of next generation services

- **Cost savings,** when compared to the previous architecture of separate Fault and Service Management systems – a decrease in OPEX, CAPEX and headcount for complete Service Assurance processes (project and lifecycle) due to increased automation of processes

- Improved network reliability – **system automation reduces the number of alarms by 70%,** with further decreases expected after subsequent improvements towards higher automation

- **Shorter problem resolution times** thanks to the simplification of the working environment; the main Operator's View now provides quick access to the desired information, such as: most wanted info, Know-How Database, related TT and processes, information about affected objects, root causes etc.; it is also possible to trigger repair actions, as well as incident and problem processes

- **Seamless integration with existing systems** feeds data required for alarm enrichment and incident solving to the Comarch NGSA solution
• **Improved service quality** by moving network monitoring to the service layer; Service Monitoring enables operators to define propagation rules for events from resources to services and customer layers, thus expanding Fault Management capabilities

• **A highly reproducible and flexible solution** that can easily be implemented globally and adapted to specific requirements of various OpCos

### Why Comarch?

• Comarch has proven to be a **strong and reliable business partner**, able to not only provide high quality, COTS software products and professional services, but also adapt to new business requirements when necessary

• Comarch’s **strong OSS portfolio** and its own professional services team that has specialized know-how and is well regarded by customers were also important factors in choosing the company for this project

The customer is now one of Comarch’s strongest Tier 1 references in Europe in the area of OSS solutions

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**ABOUT COMARCH:**

Comarch is a global supplier of IT products and services for the telecommunications industry that has been present on the market since 1993. Comarch provides solutions in the areas of BSS/OSS, M2M and Cloud Service platforms, as well as a range of Managed Services. Comarch’s uniqueness lies not only in the compliance of its products with industry standards, but also in their flexibility and high competences of its engineers. Having completed projects for over 50 telecom operators, Comarch has accumulated a lot of experience in the fields of designing, implementing, and integrating IT solutions. Customers include Vodafone, T-Mobile, O2, E-Plus, MTS or KPN.

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