Atrinet
Digital Transition Experts

FUJITSU

Case Study
Mid-Tier Service Provider

Transforming multivendor, multidomain service and network operations by simplifying lifecycle management, increasing revenue velocity, and reducing operational costs

At a Glance

- **The Customer:** Mid-tier communications service provider
- **Industry:** Telecommunications
- **Location:** EMEA
- **Employees:** 5000+

The Vision

A single view of multilayer, multivendor operations, enabling quicker onboarding of services and vendors, thus speeding service delivery.

Solution

NetACE by Atrinet

Customer Context

A leading EMEA communications service provider provides mobile cellular services to millions of customers, holding approximately 20% of the market. Their goal is to become the leading communications service provider in their region. Their network operations setup was highly manual, requiring the operations team to work for months to onboard new vendors, services, and resources. Without a single view of their multivendor, multilayer management systems, the operations team resorted to "swivel chair operations" which led to rising costs, and put them at a competitive disadvantage.

The Challenge

The customer's strategic goal of market share expansion demanded aggressive growth targets. To become one of the country's leading communications companies, the plan was to introduce a wide range of advanced communications and media services; but this plan quickly hit a roadblock. The customer's network operations setup inhibited their ability to achieve their goal.

Without a single view across their multivendor, multilayer network management systems, the customer was often forced to hire expensive specialized experts to carry out routine tasks such as onboarding new vendors, services, and resources. As a result it would take months to complete these tasks. Furthermore, the predominantly manual operations processes led to elevated human-error potential and adversely affected service velocity and quality.

To achieve their goals cost-effectively, the company needed to cut operations costs, speed up onboarding for new services and vendors, and deliver competitive offerings to customers at a lower cost. Most importantly, the company needed to enable and support the advanced communications and media services they had planned to offer.

The Solution

The company turned to NetACE, a multivendor, multidomain network management tool set that provides network service lifecycle management, discovery, and configuration management. This software enables cost-effective in-house design of network services through its self-service design tools. With these tools, the customer can perform fast, low-cost onboarding of new vendors and technologies, as well as enable new resource objects for discovery and management.

With NetACE's capabilities, it is possible to implement rapid, automated, error-free service operations across multivendor, multilayer networks. NetACE discovers all network assets and builds real time service and network inventory while ensuring consistent and up-to-date resource and service inventory data, in addition to coexisting with third-party tools. NetACE also eliminates time-consuming configuration tasks by storing configuration data for all network elements, only restoring them when needed. This allows single-view visibility of all management systems across all layers and vendors.

Outcome

NetACE's introduction into the company's network operations quickly yielded positive results. With NetACE, the company now has a multivendor, multidomain network management solution capable of accomplishing their goals. By providing a unified view of the network and self-service design tools, NetACE has allowed the company to cut its operating costs significantly.

Previously, it would take hours or even days to turn up a new service. NetACE's multivendor, multilayer capabilities have transformed this lengthy, error-prone process into one that can be done within seconds. This has also led to a reduction in the mean time to repair. Troubleshooting and fault isolation would take hours or days, but with fully automated issue isolation, the turnaround is immediate.

Built for simplicity, the design tools have made it easier and faster to onboard new services, vendors, and network resources. What once took several months of development can now be done in 1–2 weeks.
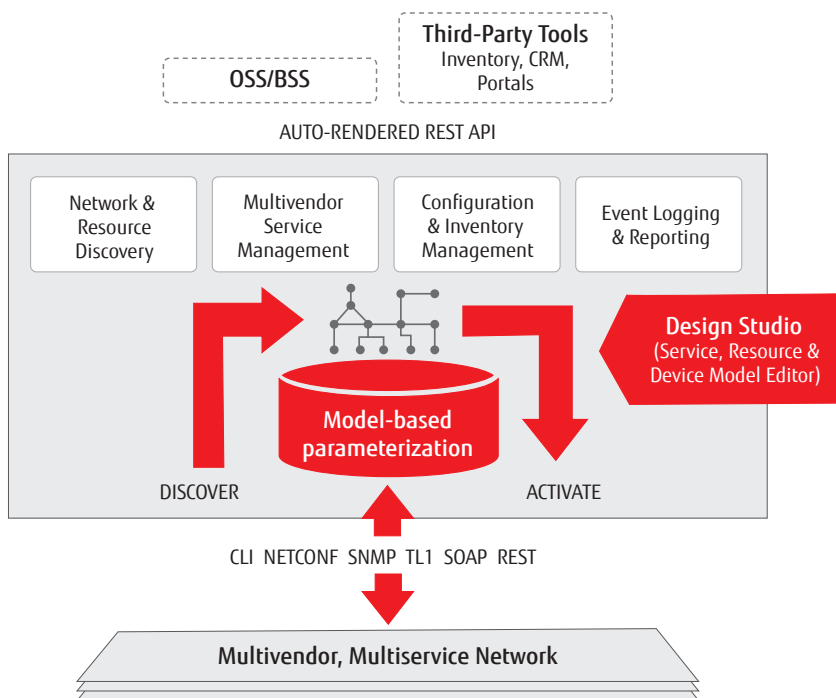
The successful implementation of NetACE has dramatically improved accuracy, leading to an almost 90% reduction in configuration errors. It has also driven down the total cost of ownership by about 10%. Overall, NetACE has helped the company drive down its operating costs and eliminate swivel-chair operations.

NetACE by Atrinet Network Management Tool Set

Key Functional Elements
- Intelligent network discovery
  - Discover and manage logical and physical network resources, network topology, and multilayer services
- Real-time network activation
  - Multivendor platform that automates all network and service lifecycle activities
- Self-service design tools
  - Visual modeling and design environment for ultrafast onboarding of new services, vendors, and technologies
- API-driven network automation
  - Exposes an auto-rendered, unified programmable interface and APIs that enable development and integration of third-party applications

NetACE Provides Unified Model-Driven Network Service Lifecycle Management, Discovery, and Configuration