

Case Study

Tier 1 Telecommunications Company

An integrated fault and performance management solution helps streamline OSS operations while reducing costs.



At a Glance

- **Customer:** A tier 1 telecommunications company
- **Industry:** Telecommunications
- **Location:** North America
- **Employees:** 10,000+

Summary

- A North American tier 1 telecommunications company needed to streamline its OSS environment.
- The setup required the operations team to manually determine priorities, and acknowledge and triage alarms across multiple vendor network elements. This labor-intensive, error-prone process was often dependent on 'tribal knowledge.'
- Fujitsu worked with the company to deliver vSure®, a multivendor service assurance solution that, with minimal effort, improves data accuracy, reduces the number of alarms presented, and enables the network operations teams to rely on network information.
- vSure provided the company with an integrated fault and performance management solution that presented root cause alarms (RCA's), topology views, and reliable, accurate network information in a timely manner.
- The total solution improved their ability to monitor services, lower TCO, and anticipate when problems might occur within the network.

Software

- vSure® Multivendor Service Assurance

Challenge

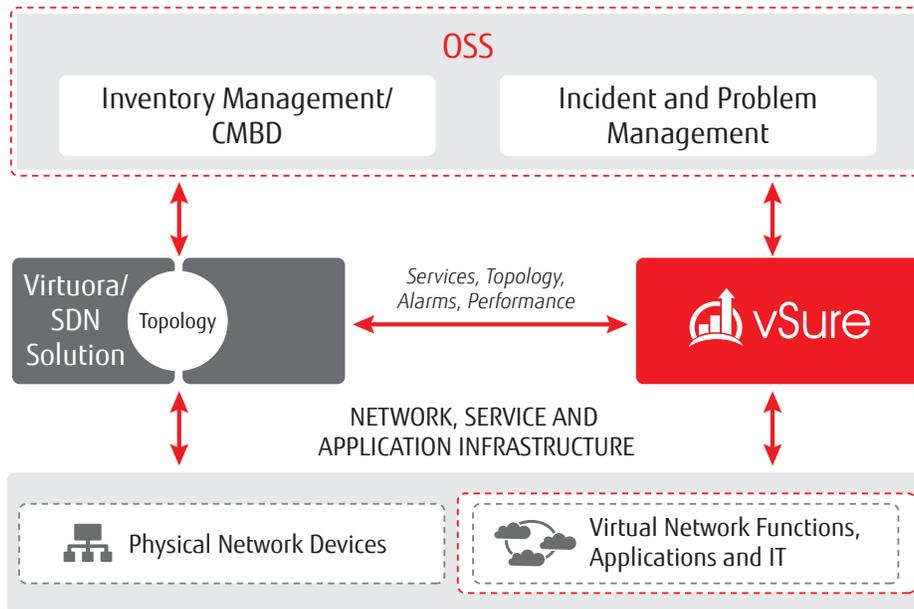
A North American tier 1 telecommunications company needed to streamline its OSS environment to more effectively monitor and manage network issues, and ultimately improve network performance. Multiple tools from different vendors had been used to monitor network outages. The system would consolidate and filter alarms, which the operations team had to prioritize before officially acknowledging. The reactive, manual nature of the setup was unsustainable, and vulnerable to errors.

Hundreds of thousands of alarms were reported each month, creating a large amount of operational noise. It took highly-skilled engineers multiple steps to prioritize, triage, and acknowledge alarms. It was common for alarms to be given the wrong priority. It was even possible that some errors would slip through without being acknowledged.

With so many alarms to manage, the company turned to Fujitsu for a solution, one that would be proactive and, eventually, predictive. The solution needed to decrease the number of actionable alarms and decrease the amount of time required to validate, acknowledge, and open incidents. Most important, the company needed a solution that provided comprehensive root cause analysis to help isolate and remedy problems in the network.

Solution

After evaluating the company's needs, Fujitsu configured and customized vSure Service Assurance, a multivendor, multi-protocol solution with out-of-the-box fault and performance management support for all equipment, regardless of vendor, deployed in the network. Using advanced analytics and reporting capabilities, such as root cause and impact analysis, vSure delivered a rich and powerful assessment of both service quality and the issues needing remediation.



vSure provides performance and fault data in one easy-to-use package that allows operators to drill into the problem. Workflows identify the impact of events and automatically solve the issue without operator oversight. The root cause and impact analysis collects outside data that is accurate, quantitative, and objective. This has the effect of turning reactive networks into proactive ones.

Built-in workflow automation makes it easy to configure actions based on network events. End-to-end service visualization and correlation across the multivendor environment gives the company the ability to quickly identify the impact of events.

Results

The company's network-wide deployment of vSure Service Assurance has begun to yield positive results. With vSure, the company now has a single, multivendor service assurance solution that manages fault and performance management from a single view. The solution is ITSM compliant and is the key component of their OSS modernization. They can expect to see reduced operating costs as their reactive operations are replaced with a proactive solution that significantly cuts the amount of presented alarms and the time it takes to validate, acknowledge, and open incidents. They are well-positioned for closed-loop processing based on policy and service level agreements.

vSure will eliminate much of the home-grown solution's noise and missing data. Through automation, the company has chosen a solution that upgrades them from a reactive system to a proactive system where AI supports network operators. The new setup features improved accuracy that is quantitative and objective.

The addition of root cause analysis will help drive a dramatic decrease in the number of alarms the company faces. Root cause collects outside data automatically to discern actual problems in the network, decreasing the amount of presented alarms. The customer can also expect a significant reduction in time to validate, acknowledge, and open incidents.



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