

Nortel takes control of Network Operations

Loc8 Management Suite provides Nortel with total asset and service control in Vietnam

THE COMPANY

Nortel is a recognised leader in delivering communications capabilities that make the promise of Business Made Simple a reality for its customers. Nortel does business in more than 150 countries around the world and has revenues in excess of \$11b US.

THE CHALLENGE

Source and deploy a system to manage up to 300,000 assets for a global telecommunications company as part of an outsourced asset, service and maintenance agreement. Provide integrated asset, maintenance and help desk functions.

THE SOLUTION

Nortel selected the Loc8 Asset and Help Desk Service Provider solution for both call centre and asset management needs. Loc8 was chosen for its powerful web functions, easy to use help desk and tightly integrated asset management functions.

BUSINESS BENEFITS

Fast implementation, affordability and scalability ensured the managed services contract was commenced quickly and effectively and is generating services revenue for Nortel Managed Services.



Nortel's next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to provide efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it.

Nortel Vietnam's managed services business won an outsourcing contract to manage a global telecommunication company's assets. This required a system to manage both customer and Nortel owned assets. The managed services contract included the provision of a help-desk or service centre capable of tracking and manage service calls from their customer's sites.

The number of assets to be managed included an initial count of some 95,000 assets, but it is expected that this initial volume could grow to over 300,000 assets and some 500+ sites over the duration of the managed services contract.

“Nortel have, on average, 150 staff logged into Loc8 every day in Vietnam. The Network Operations Centre manages more than 35,000 incidents through Loc8 every year. It really is a robust enterprise solution”

— Owen Batt, Technical Director, Smartpath

The Solution

Nortel's Vietnam Network Operations Centre (NOC) manages a wide range of assets for their technology partners and customers. These include:

- Core network and OEM assets
- Access network assets
- Personnel
- Vehicles, tools and test equipment
- Spare parts
- Transmission links
- Warehouses
- Regional maintenance centres
- District depots
- Switch maintenance centres



Nortel Vietnam did not have an existing solution to manage their customer assets and supply help-desk services associated with the managed services contract. It was decided that the company should source a system for what was termed a Trouble Ticketing and Asset Management System (TTAMS). The system was to be capable of managing a significant number of work orders and had to be web based to provide fast access to Nortel personnel and their telecommunications customer from any location.

The Solution

After extensive evaluation of available systems, Nortel Vietnam chose Smartpath's Loc8 Help-Desk and Asset Management software. The decision to acquire and implement Loc8 was based on a range of performance factors, which Loc8 met and exceeded.



However, when Nortel first began their evaluation, it was anticipated that they would require two separate solutions; a help-desk and an asset management tool, which would then require integration. This was primarily because an integrated full featured system could not be found. Loc8 is a solution that incorporates both a help-desk and asset management in a single application integrated at every touch point so therefore did not require any integration. This fast-tracked the project, which was key to Nortel in implementing a system that would allow the managed services contract to commence in the shortest possible time.

The Benefits of Loc8

When the contract began the Nortel Vietnam office had 16 support staff. Since the implementation of Loc8, staff numbers have grown to more than 150 support staff - most of whom use Loc8 daily in a 24x7 operation. The mobile phone network Nortel supplied and supports consists of 1200 BTS (base transmission stations ie. phone towers) which has grown from 600 when Loc8 was originally implemented. The system includes 3 core switches (3 massive floors of IT equipment that handle all of the phone calls for the network) handling *every single* event that happens on that network (battery failure, tower outage, interference) for the thousands of assets in the system. These events are logged and managed using Loc8.

In just 18 months 48,000 tickets have been generated in the Loc8 system. The NOC operates 24x7 to manage the phone network and each NOC operator works within the Loc8 system demonstrating the scalability and power of the Loc8 solution.

For More Information

Please contact your Smartpath Business Partner or Smartpath office. Visit our Web Site at:

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