

Spirent Automation Solution

Accelerating Service Provider NOC Configuration (Europe)

Customer profile

A global leader providing communication, information and entertainment solutions with over 300 million customers worldwide, this service provider had spent millions of dollars on supervision systems that provided alarms only after problems occurred, too late for proactive responsiveness to reconfigure the network and avoid service interruption. As a result the threat of costly SLA penalties was rising and customer satisfaction eroding. Network Operation Center (NOC) reviews identified the lack of comprehensive configuration automation as the key impediment. The existing automated configuration management solution remained dependent on manual process components and expensive custom development from experts outside the organization. In addition, security had become an issue as critical information needed to be shared with the outside experts, a procedure against internal policy, compounding matters and slowing the process further. As a result, predictive intelligent supervision and task automation were not achievable with their existing tools and processes. The threat of rising costs and inefficiencies continued to grow.

Challenges overview:

- Inability to meet SLA guarantees due to reactive post-event alert process vs. preemptive response capabilities, resulted in costly SLA penalties and growing customer dissatisfaction
- Inability to configure automation within the organization, and dependency on expensive external contractors to maintain automation configurations, resulted in outdated process, constrained productivity and increasing costs
- Security risks rising with the requirement to share critical information with experts outside the organization increased process complexity and time requirements
- Inefficiencies in communications with knowledge and work transfer between departments impacted productivity and responsiveness

Solution delivery criteria

Spirent Professional Services automation experts worked closely with several departments within the service provider to design, develop and deliver a customized and integrated turnkey automation ecosystem solution for configuration and provisioning automation to meet the following requirements:

- **Products**—A scalable, stable off-the-shelf automation framework facilitating accelerated configuration automation as needed; Robust, easy-to-use tool supporting multiple departments; Built-in functionality for document generation, configuration archiving and logging all data to the NOC database
- **Process**—Implementation of automation best practices; Capability to optimize & automate NOC team members of all skill levels; Automate operation and provisioning workflow, email & ticketing & data center control; Implementation of supervision, configuration & provisioning capabilities; Facilitate ability to reliably predict issues supporting rapid resolution times; Effective & transparent reporting; Optimized collaboration of all assets between NOC teams
- **People**—Qualified expertise to deploy the solution & provide engaged consulting for informed use & adoption advocacy for solution success; Post-sales solution training

Customer pains

- Lack of configuration automation leading to rising service interruptions, SLA penalties and customer dissatisfaction
- Internal resources limited capabilities with automation configuration management and dependency on expensive external contractors with accompanying security risks
- Overall communications process slow and inefficient, both internally and externally

Solution requirements

- **Product**—Comprehensive configuration automation and easy-to-use generation, scheduling, centralized data monitoring & storage
- **Process**—Implement proven best practices & evolving automation methodologies; Foster asset sharing and collaboration across departments
- **People**—Professional Services consultation, delivery expertise & training through engagement

Spirent Automation Solution

Accelerating Service Provider NOC Configuration (Europe)



Solution delivery components

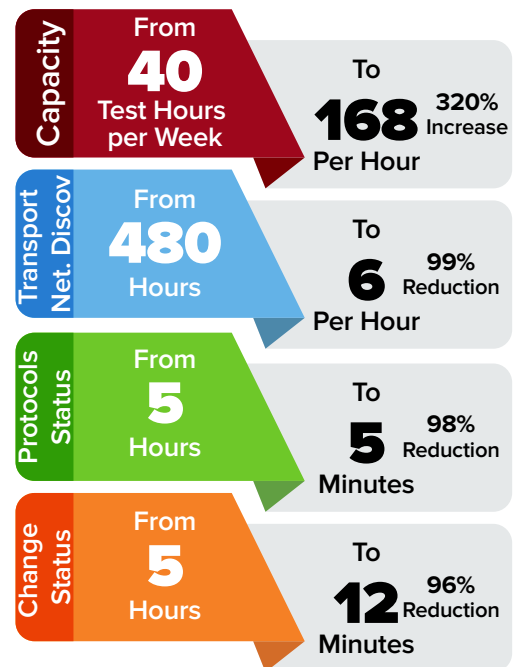
- Proof of Concept (PoC) trials and demonstrations
- Professional Services consultation, adoption advocacy and delivery expertise throughout the engagement
- Spirent iTest—Automation software for creating new configurations; Create and save configuration library to be run in reusable batches or individually, with ability to monitor progress; Development of automated configurations into a single execution set
- Automation of operation, configuration and provisioning; automation of workflow, email and ticketing processing, and data center control
- Training and transfer of solution information and test automation best practices with key users identified to train as champions driving adoption

Solution outcome & benefits

- **Expanded configuration capacity**
From 8 hours per 5 day week to 24/7 and provided flexibility to access and automate any device in their network
- **Accelerated transport network discovery**
Delivered in 6 hours with a process that originally required 3 months with the original NOC framework
- **Faster protocols status correlation**
For video services and network within 5 minutes, originally a 5 hour manual process
- **Accelerated change status**
From 'Active' to 'Stand-by' for 28 OSS switch systems, to 12 minutes by Level 1 Support, originally 5 hours by Level 2
- **Eliminated security risks**
In sharing critical information outside the organization
- **Achieved trustworthy prediction of network failures**
With ability to correlate data, find services/network relationship, decreasing the maintenance and operation costs and SLA penalties
- **Assured reliable predictive intelligent supervision**
As increased knowledge and work transfer between departments is also achieved
- **iTest designated as "standard internal tool"**
Initiating a process to consolidate usage, orders and collaboration around iTest
- **Solution delivery savings**
As automation of a complex configuration scenario in a single day was delivered at a fraction of the 1 million Euro price quoted for the solution by a competing vendor

With Spirent Lab Management Solution realize more...

- **Profitability**—Accelerate defect detection, earlier and increase revenue by getting products to market faster
- **Customer satisfaction**—Reduce released defects with expanded test coverage & speed time to market
- **Productivity**—Automate repetitive tasks & reuse of test cases maximizing time and freeing test team for innovation
- **Visibility**—Increase insight into testing progress & identify resource bottlenecks



"Spirent delivered the comprehensive automation solution we needed to meet our business objectives. As a result, we designated iTest as our standard internal tool for our automation needs."

— Service Provider,
NOCDirector

AMERICAS 1-800-SPIRENT
+1-800-774-7368 | sales@spirent.com

US Government & Defense
info@spirentfederal.com | spirentfederal.com

EUROPE AND THE MIDDLE EAST
+44 (0) 1293 767979 | emea@spirent.com

ASIA AND THE PACIFIC
+86-10-8518-2539 | salesasia@spirent.com

Contact us

For more information, call your Spirent sales representative or visit us on the Web at http://www.spirent.com/about-US/contact_us.

spirent.com

© 2017 Spirent Communications, Inc. All of the company names and/or brand names and/or product names and/or logos referred to in this document, in particular the name "Spirent" and its logo device, are either registered trademarks or trademarks pending registration in accordance with relevant national laws. All rights reserved. Specifications subject to change without notice. Rev. B | 01/17