

Case Study

# Amdocs helps North America Tier-1 service provider assure network performance for 5G NR and mmWave rollouts

## About the customer

This NAM Tier-1 is a leading mobile operator in the region with over 80 million – and growing – subscribers. The operator invests both in acquiring new spectrum, as well as expanding LTE capacity by means of large-scale construction and integration activities. With Amdocs' support, they are today actively competing in the race to be ready for 5G, and in the process, have launched many 5G NR and mmWave sites.

## The challenges

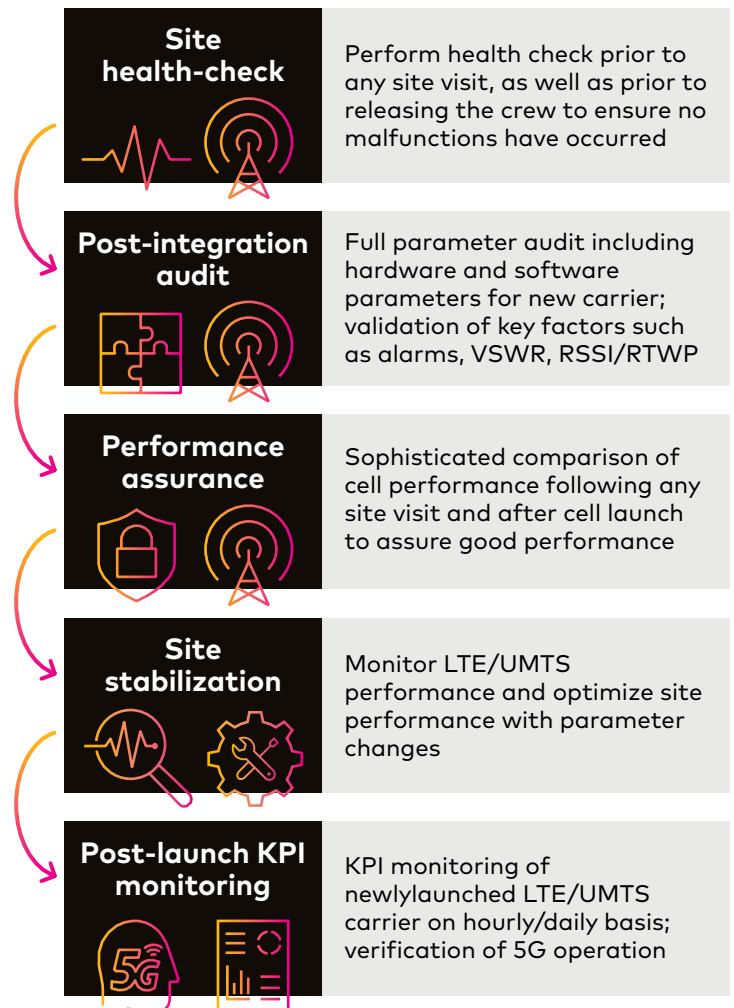
In a highly competitive environment within which they are both deploying 5G and expanding their LTE networks, mobile network operators (MNOs) are facing the challenge of re-strategizing their build and maintenance processes. To address this, as well as to enable accurate budget forecasting, they are looking for ways to provide consistent and continuous NOC support to field operations at a fixed price. Another major challenge is maintaining and controlling costs during ramp up and down of network activities in different markets, caused by wide variations in the work load. Yet another challenge is the degraded performance in network availability that occurs in large-scale integrations – requiring constant monitoring of both the integration process and site performance. Finally, there is the challenge of lack of transparency into vendor activities, which results in vague issue ownership and weak stakeholder accountability.

## The solution

Leveraging a combination of expertise from our engineers all over the globe, together with the power of innovative tools such as Amdocs Network Workflow Management and Amdocs Network Performance Management, Amdocs Network Provisioning services meets these challenges. We monitor every step of the 4G and 5G integration process, starting from the very first site visit, up to the end of the stabilization period after the new layer's launch, while placing a continual focus on the automated processes that guarantee accuracy, efficiency and scalability.

## A quality, holistic approach

With our customer-centric and results-oriented approach, Amdocs oversees and guarantees the uninterrupted performance of MNO networks across 20 different markets.



## Fixed cost per-site

With around-the-clock support, Amdocs ensures planned work is completed within the agreed timeframe. This is achieved by leveraging our core competencies, including automated operations and software-driven support, which enables adaptability of scalable operational activities.

Once the MNO commits to a predetermined volume, we provide a pricing structure that enables them to accurately plan and forecast their capital expenditure. Based on a "fixed cost per site" model, our highly skilled engineers track, monitor and support on-site activities, and guarantee they are fault-free. In contrast to most solutions on the market, which rely on less efficient modes of communications, our 24/7 war room support provides MNOs with significant added value, enabling their field crews to rapidly log in to sites, and providing full control over multiple access options (e.g. mobile app, SMS).

## Utilizing Amdocs Network Workflow Management and Amdocs Network Performance Management

To ensure this large-scale project would be managed in the most effective and efficient manner, Amdocs' team began by deploying Amdocs Network Workflow Management, a product that tracks all activity-related information throughout every stage of the process to assure the quality of work meets the customer's expectations. This enabled network operators, contract construction and integration parties to work together with Amdocs engineers with complete transparency (e.g. vendor management, which breaks down the process into clear steps and generates up-to-date insights into the progress of each ticket/activity).

Amdocs Network Workflow Management also provides measured performance analytics on the teams implementing the upgrades, identifies process issues and quantifies the impact on the customer from these activities.

Another key factor of the program's success was the use of Amdocs Network Performance Management to monitor the network in an accurate and efficient manner. Amdocs Network Performance Management provides a clear view of network performance on one hand, while interconnecting with other tools to provide automated reports on the other. By working in combination with Amdocs Network Workflow Management as a data source, all possible degraded cells could be identified in a timely manner.

In addition, with its ability to report 5G KPIs, Amdocs Network Performance Management provided the engineering team with visibility of the performance of new integrated 5G cells.

## Automation

Automation-driven processes are required to ensure parameter configurations and site performance maintenance are performed according to customer's standards. For this customer, in order to obtain accurate parameter configurations based on market checklists/golden standards, parameter auditing of both the new integrated carrier and the affected layers was performed using a combination of Amdocs Network Workflow Management and other integrated tools, in an automated fashion.

Activities such as site health checks or monitoring for possible degraded performance continue to be performed automatically today, thereby minimizing the possibility of faults or misses.

## Key business results

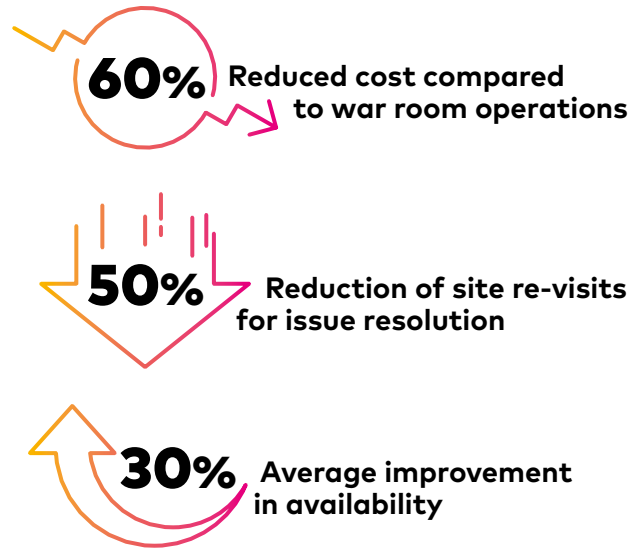
With a customer-oriented approach focusing on quality and transparency, Amdocs achieved remarkable results, ultimately leading to an expansion of the project into additional markets throughout the North America region.

### Cost savings

The service provider increased overall operational efficiency by being able to reduce engineering resources. Meanwhile, costs were reduced by 60% compared to traditional operator staffing-based war room operations. In addition, close monitoring through efficient issue tracking enabled the number of re-visits for troubleshooting to be reduced by half.

### Network performance improvement

With immediate reporting and repair of outages and degradations, followed by appropriate stabilization actions, Amdocs enhanced KPI performance in crucial areas, including availability, traffic, throughput, DCR, AFR and leakage.



For more information on our deployment services, visit [Amdocs Mobile Network Services](#).



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.3 billion in fiscal 2021.

For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com)