Case Study

Amdocs empowers South American operator to evolve from 4G to 5G and accelerate cloud adoption

About the customer

Leading service provider in South America with over 50 million subscribers, offering a full suite of communications services to residential and business customers, including 4G, 5G mobile and fixed broadband.

Challenge: manage a broad range of network domains

The operator operates a sophisticated multi-technology, multi-vendor network including 3G, 4G, 5G mobile access, fiber and copper access, as well as a vast transport, IP and core network. It also operates customer and network sites, as well as data center infrastructure.

Needed: a highly advanced, scalable OSS

To execute its strategy, the operator knew it needed to rely on an advanced inventory that had the flexibility to manage a broad range of network technologies at scale. The inventory system needed to support the complete lifecycle of services and resources, from planning to fulfillment to assurance for both B2C and B2B lines of business.

Mastering any network

Amdocs Network Inventory enables the management of existing and new networks, including 5G, demonstrating its flexibility in supporting any network technology. The solution is at the heart of the company's operations, having consolidated five systems. It provides accurate data to hundreds of engineers and operational systems supporting planning, fulfillment and assurance processes.

Mastering B2C and B2B services

Inventory management of today's complex multi-service networks requires more than just management of network resources. It also requires managing the millions of services delivered over them to efficiently support fulfillment and assurance processes. For that reason, Amdocs Network Inventory tracks both B2B and B2C mobile and fixed services.

Project highlights

Manage a multi-technology, multi-vendor network including 3G, 4G, 5G, fiber access, transport, core and data center infrastructure.

Consolidated five systems, providing a centralized source of comprehensive and accurate inventory data to hundreds of engineers and operational systems.

Support end-to-end planning, fulfillment and assurance processes with accurate network and service data across B2C and B2B lines of business.

Reduce costs, maximizing network usage and containing operational capacity required to support additional network complexity.

Increase revenue and customer satisfaction by supporting operations automation to efficiently support a large customer base.

Accelerate network build with bulk operations to obtain a better view of existing infrastructure and capacity.

Enable data-driven, zero-touch service assurance and reduce Time to Repair (TTR) by leveraging service-to-network relationships.

Maintain data integrity, ensuring inventory data is accurate throughout the network and service lifecycle.

Enable support of any network and service type across existing and new technologies.

Accelerating network build

Efficient planning and rollout processes are supported by Amdocs Network Inventory, which helps accelerate network build activities. Network planners are able to quickly assess available network resources and determine where additional resources are needed. The inventory also supports the bulk operations that are critical in network grooming and optimization activities.

Automating service fulfillment

With a comprehensive view of the network, automated fulfillment and orchestration processes are able to operate at scale. In addition, complex manual fulfillment flows, which can occur for multi-site B2B orders, have also been accelerated. Service feasibility, which checks the available network infrastructure, including flexible resource reservation to drastically reducing order fallout, is available instantly.

Enabling zero-touch service assurance

The network and service operations center maximizes zero-touch service assurance by leveraging the service-to-network relationships defined and maintained in the Amdocs Network Inventory, thereby reducing the effort to identify impacted services and perform root cause analysis.

Viewing network and services from end-to-end

In addition to driving zero-touch operations, Amdocs Network Inventory accelerates manual operations by providing hundreds of engineers with an advanced inventory user interface to visualize both the network and associated services in an efficient manner, thereby simplifying troubleshooting processes not resolved by automated systems.

Onboarding of any device and service type

To manage a heterogeneous, diverse network, it is imperative that onboarding new device types is a smooth process. Amdocs Network Inventory comes with an advanced tool that enables onboarding of any types of xNF and services.

Maintaining data integrity

A critical element of a successful inventory deployment is ongoing data accuracy. Amdocs Network Inventory data is synchronized with external domain managers to ensure inventory data stays accurate. In addition, appropriate processes are enforced to self-maintain data accuracy, e.g., no new equipment is activated until it is defined and marked as available in the inventory system, serving as an indication of just how critical this system is to this service provider's operations.

Driving business value

Ultimately, the goal is to maximize the business value of the Amdocs Network Inventory deployment. The inventory has enabled large CAPEX and OPEX reductions, as well as an increase in revenue by massively scaling order fulfilment and simplifying service assurance, thereby improving customer satisfaction.

Prepared for the future

Amdocs Network Inventory provides the operator with a flexible, scalable and future-proof inventory platform that supports new technologies and business opportunities and enables them to leverage the benefits of the cloud.

Challenge met

Support new network technologies, e.g., 5G and services, e.g., eMBB, expanding mission critical inventory supporting operational processes.

amdocs

**make it
amazing**

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 enterprise customers. Our 31,000 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 $4.58 billion in fiscal 2022.

For more information, visit Amdocs at www.amdocs.com