Network management integration enables business consolidation

Project Brief: UK cable network

When network operations are merged, the need to integrate their network Operations Support Systems (OSS) becomes urgent, because it is the key to unifying their business processes.



BUSINESS OBJECTIVE

IPL's client had become one of the UK's largest cable operators, with more than 900,000 customers, spread across the length and breadth of the UK. As the UK cable industry shifted its focus from new build to consolidation and competition, issues of operating economy and service quality became paramount. To meet these challenges, IPL's client chose to transform its several separate franchise operations into a unified national network.

By deploying a national SDH backbone, IPL's client not only became able to offer national services without depending on other network operators, but also gained the infrastructure for a national integrated network management system. Such a system, when achieved, would permit central management of the national network, bringing savings in operating costs. At the same time, by applying state-of-the-art management technology, it would enable IPL's client to manage its network more accurately and proactively, and thus to achieve improved service quality.

IPL'S SOLUTION

IPL's client selected a management system technology and systems integrator by competitive tender. IPL's offering in this vigorously contested tender was based on a third-party OSS software platform. The cable operator selected IPL because of our wide experience in the telecommunications industry, and our specific expertise in telco OSS.

The system brings together surveillance information from many different network technologies, across the whole of IPL's client's network. It correlates the information using an abstract model of the network, and presents an integrated view of the status of the whole network, in real time.

The system extends across the UK, with information gathering gateways in each of seven regional centres. The network is controlled from a national 365x24 management centre, with a secondary centre providing for emergency failover. Workstations in the regional centres allow field engineers to access detailed diagnostic information and to be directed by staff in the management centre.

MANAGING THE PROCESS

IPL's client's time scale was aggressive, yet their requirement for high system reliability was absolute. To meet this challenge, IPL divided the project into a number of technical subprojects running in parallel, each with its own managed life cycle.

Within weeks of the project's launch, IPL had cooperated with network operations staff to define precise technical requirements, and installed the software platform at network sites.

The first system delivery managed switching, PDH and SDH transmission technologies, and integrated with performance management. After a rigorous test programme, IPL gave a formal demonstration of the system's compliance with its requirements, before delivering it to operational sites and integrating with the network.

IPL's client accepted the system on schedule, and it has now seen several months' intense operational use.

IPL continues to expand the scope of the system to integrate more transmission technology, to manage the performance of the switching network and to integrate with our client's problem management processes.

THE OUTCOME

IPL's system enables our client to manage its technologically diverse network from a single system, with a single user interface style. This technical achievement opens the door for our client to merge and consolidate its network operations processes.

The system also enables the management of a widely spread national network from a few regional management stations. The system coordinates the regions' activities, in real time, with a single data model of the network's status.

The management system has been integrated with our client's network performance management system and with their problem management system.

IPL's client has thus rapidly procured a vital and reliable tool to support its business level integration, delivered by IPL, on time and to budget.

FURTHER INFORMATION

Contact:

IPL
Eveleigh House
Grove Street
Bath
BA1 5LR
UK

Telephone: +44(0) 1225 475000
Facsimile: +44 (0) 1225 444400
Email: telecoms@iplbath.com
http://www.iplbath.com



Project Brief IPL 001 BRF T 8.1
Copyright © IPL 2001.
All trademarks acknowledged