amdocs network modernization service

Whether you're rolling out LTE/VoLTE, CBRS or 5G, introducing a new radio frequency carrier, swapping out equipment or striving to maximize spectrum efficiency, Amdocs Network Modernization Service helps you navigate the most difficult hurdles that typically form part of a network transformation.

In the race to roll out new technologies and services, mobile service providers are faced with multiple challenges, including network congestion, voice quality, customer experience, low data transfer rates and more.

The processes of upgrading networks and replacing equipment vendors are high-risk activities, with returns on investment (ROI) tightly linked to improved network quality and timely deployment. When deployment is delayed, the result can be revenue loss and increased costs due to delayed product launches and possible regulatory compliance issues. And when network quality is impaired, it can lead to high customer churn rates along with a reputation for poor network quality.

Amdocs Network Modernization Service enables you to deliver a comprehensive network change process. Our comprehensive tools, which include ActixOne, Automatic Intelligent Correlation (AIC), Actix Analyzer and Amdocs Customer Experience Geo-location, provide you with the centralized governance, advanced automation and transparent unambiguous key performance indicators (KPIs) that are necessary to maximize your ROI.

Amdocs Network Modernization Service is the most powerful solution available that minimizes risk and maintains control of vendors. By enforcing transparent and unambiguous KPIs, it ensures that your network quality is independently verified prior to launch, thereby guaranteeing top performance from day one.

To launch mobile services quickly and with better performance, we meet all your network change requirements, helping you ensure secure, smooth service and data migration. This includes support for internetwork operability, network design, integration, data migration, network optimization and so on.

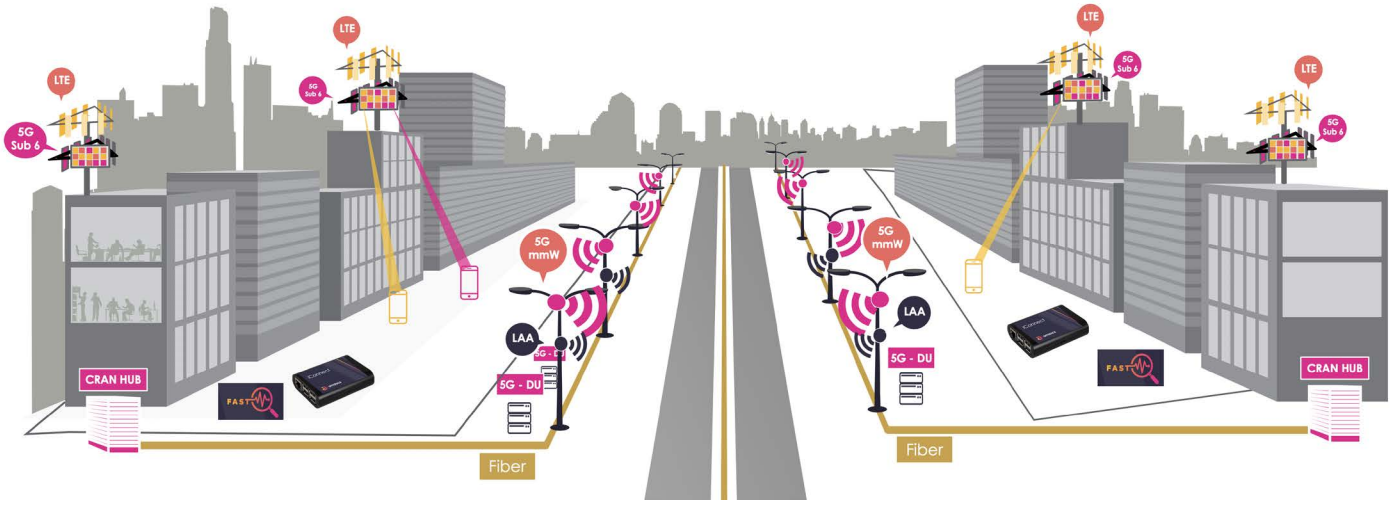

Figure 1. Network of the future

Supporting the change lifecycle

Amdocs Network Modernization Service covers the Launch phase of the overall change process.

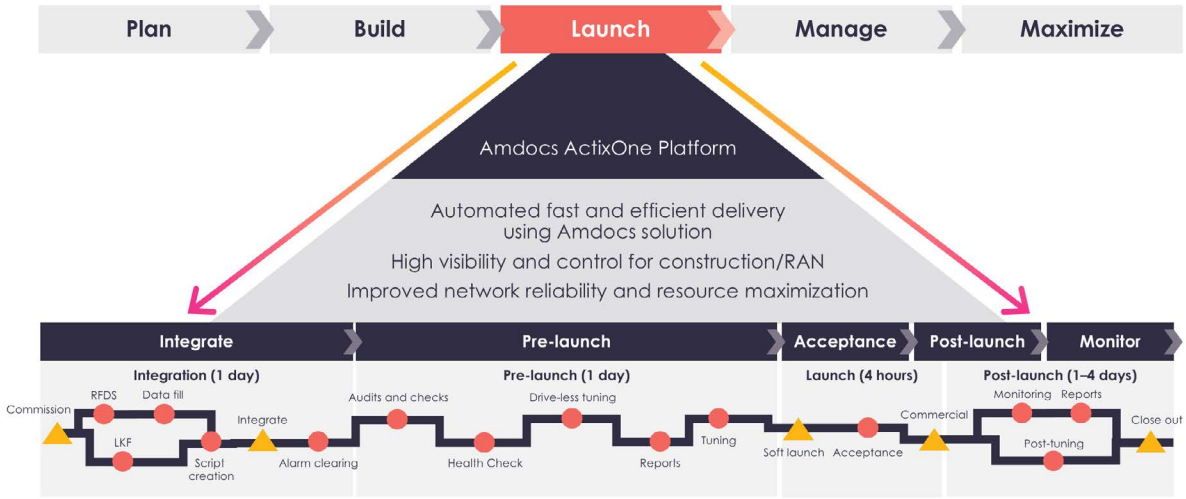

Figure 2. Network lifecycle

Integrate

The integration phase consists of gathering the required data fill and create scripts required for provisioning. Once the scripts are ready and hardware availability is confirmed, integration activities are performed. Post-checks are then run to ensure all configurations are implemented in accordance with the operator's requirements.

Pre-launch

The pre-launch phase of the acceptance process consists of a series of quality checks. Once the site is integrated, a daily alarm report is run to ensure the site remains alarm-free. Where alarms are detected, troubleshooting with on-site support is conducted to resolve the issues. Soft launch is then performed to conduct the RF tuning process, ensuring major KPIs are being upheld. If failures are observed, layer 3 analysis is conducted. The phase concludes with further recommendations to improve KPIs.

Acceptance

Once target KPIs are achieved, we submit the acceptance report to you. Once approved, sanity checks are performed and the site is launched.

Post-launch and monitor

Hourly monitoring is performed to validate KPI improvements. Post-launch tuning is then conducted to maximize site usage and further enhance the customer experience.

Reduced time to market and improved user experience

Amdocs Network Modernization Service ensures network equipment providers meet their performance and quality obligations to enable service providers to accurately and transparently view the quality of their network and its impact on subscribers.

Maximize network potential
Ensure substantial network investment delivers clear differentiation on network quality.

Customer experience-driven
Automated network acceptance measures performance against contractually-agreed customer experience KPIs.

Manage vendor delivery
Centralized governance of delivery progress and performance prevents vendors from trading off network quality to meet delivery deadlines.

LTE / VoLTE rollout risk	Who is responsible?	Who is impacted?
Network rollout **is not on time**	**NEP**	Operator
Delivered network **is not on quality**	**NEP**	Operator

Success story: time to launch slashed by 75% for North American Tier-1 service provider

For a North American Tier-1 service provider, a typical site rollout used to take up to 30 days, resulting in delays in launching new sites or adding capacity. This was caused by poor processes and delays, due to multiple teams taking significant time to decide who would assume responsibility for issues as they arose. The company engaged Amdocs to analyze their current processes with a view to shortening time to launch.

As part of a major realignment, we reworked the company's existing processes and introduced new workflows and milestones with clearly defined responsibilities across cross-functional teams. At the same time, we increased visibility of performance at each milestone, as well as the overall progress of network change.

With our innovative approach, best practices and state-of-the-art automation platform, we successfully reduced time to launch by 75% to an average of 4-5 days, enabling the service provider to both realize a shorter capex deployment cycle and improve the customer experience.

Shorten Acceptance

Reduce acceptance time by

75%

Tier-1 NA Operator

Improve Launch Quality

Reduce vendor under-delivery by

70%

Tier-1 NA Operator

Why Amdocs

One of the biggest challenges operators face is to identify the right time to adopt a new technology domain. There are two big transformations currently underway in the telecommunication world – **5G** & **NFV**.

Amdocs is the founding member of the industry-accepted NFV standard, **ONAP**. In this capacity, we support the industry's first production environments, helping transform physical networks into agile ones. This facilitates reduced time to market for new services, with increased ROI for both physical and virtual networks investments.

Amdocs has a proven track record supporting projects during all phases of network rollout and acceptance – including, but not limited to RAN, transport and core design, provisioning and troubleshooting services, pre/post-launch optimization, triage and so on, for multi-vendor, multi-technology heterogeneous networks.
As a preferred partner for Tier-1 and Tier-2 service providers across the globe, our vast network rollout and acceptance services provide scalable, fast and reliable network rollouts. As such, we leverage the combination of a software-led approach, together with automation and resource flexibility – all of which supports process acceleration.

For more information, visit
Amdocs 5G Fast

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