

*case study*



rapid entry into the fixed  
broadband market enabled  
by amdocs next-generation  
OSS (NEO)

## About the customer

A new entrant in the EMEA fixed-line broadband market.

### Rapid market entry via infrastructure sharing

The service provider made a strategic decision to move rapidly into the fixed-line broadband market. The plan centered on taking advantage of a virtual unbundled local access (VULA) initiative in the target country. This would enable quick entry into the local market while minimizing CAPEX and enabling a very competitively priced broadband offering to consumers. The service provider signed an agreement with multiple wholesalers, to offer broadband services over their existing last-mile FTTH infrastructure. With wholesale agreements in place, the service provider embarked on a rapid journey to deploy its core network infrastructure and go-live.

### Needed: a highly advanced OSS

To execute its strategy, the customer knew it needed to deploy an advanced OSS that would provide automated order to activation (O2A), including seamless, lights-out interaction with the OSS of multiple third-party, last-mile fiber infrastructure providers. The solution would need to perform accurate feasibility checks, reservation of partner fiber infrastructure, automatic service activation, and closed-loop service assurance.

### Amdocs selected

Amdocs was chosen to provide and deploy the OSS, including the interfaces with fiber infrastructure providers.

### OSS on the cloud for rapid deployment

The service provider chose Amdocs SaaS OSS deployment model, together with Amdocs Managed Services. The service provider's OSS is hosted on a private cloud in Amdocs datacenters, and is operated by Amdocs as a managed service. This enabled accelerated project delivery, with a very high level of agility and quality, while minimizing OPEX and CAPEX.

## Project highlights



100% reuse of third-party last-mile fiber infrastructure



Tight integration with third-party OSS, cloud-based CPE gateways and domain controllers, enables end-to-end automation of order feasibility check, fulfilment, activation, and service assurance



Zero-touch CPE: automated, closed-loop service assurance resolves most CPE faults automatically



Automatic generation of a work order to the infrastructure provider when a new subscriber connection is required



Network inventory system enables automated fulfillment and assurance by providing comprehensive, accurate multi-layer data about the end-to-end physical network underlay and service overlay



Plug and play: interface to third-party fiber infrastructure providers is totally modular so new fiber suppliers can be onboarded as needed



Cloud-based OSS delivered as SaaS: the OSS is hosted in Amdocs datacenters, and operated by Amdocs as a managed service for unprecedented scalability, flexibility and reliability



Fully scalable: OSS solution built to handle high subscriber growth rate



Future-proof: OSS ability to manage both physical and virtual network functions, as well as 5G, enables roll-out of innovative service offerings

## Full-stack

The deployed OSS includes Amdocs inventory management which provides comprehensive resource management of the physical and logical network underlay and comprehensive service management of the service overlay. The solution also includes Amdocs Inventory Workflow Manager for network change execution and management, Amdocs service management, and Amdocs activation for service fulfillment automation, as well as TEOCO's Helix Fault Management for closed-loop service assurance. Amdocs also delivered critical interfaces between the service provider's OSS and the OSS of each fiber infrastructure provider.

## A deep resource model

Amdocs resource inventory describes the supporting logical and physical network underlays, including the switches, network gateways, NAT appliances, aggregation, residential gateway CPE, as well as the fiber and pots terminations that make up the end-to-end subscriber connections. Amdocs service inventory describes the end-to-end subscriber service connection with pointers to the supporting network infrastructure.

## Automated service fulfillment

Amdocs service fulfillment leverages the detailed inventory data to automatically provision subscriber services including automatic selection and activation of the relevant third-party fiber infrastructure.

## Challenge met

Amdocs deployed highly efficient and automated order to activation processes that automatically fulfill broadband service orders over the third-party fiber infrastructure at the edge.

## CPE integration

The OSS deployment included integration of the service provider's gateway software to the OSS. The CPE functionality is cloud-based, and the OSS has been fully integrated with the gateway to enable end-to-end fulfillment including CPE configuration, activation, as well as automatic fault detection and resolution.

## Accelerated service assurance

When service faults or degradations occur, the service assurance system extracts end-to-end service and network infrastructure data from the inventory system, enabling accelerated root-cause analysis and fault resolution.

## Best-practice workflows

A key element of the successful project implementation was the creation and dissemination of best-practice workflows, tight process governance, and SLA's spanning across the service provider organization and 3rd party fiber infrastructure providers.

## On the cloud

The OSS is cloud-based and delivered as SaaS: the OSS is hosted in Amdocs datacenters, and operated by Amdocs as a managed service for unprecedented scalability, flexibility and reliability.

## Dramatic business value – faster time to market and reduced deployment costs

The service provider was able to launch its FTTH service in record time with reduced CAPEX and OPEX. With dedicated teamwork by Amdocs and internal service provider teams, the project was deployed on schedule, with minimal impact from COVID-19.

## Future-proof

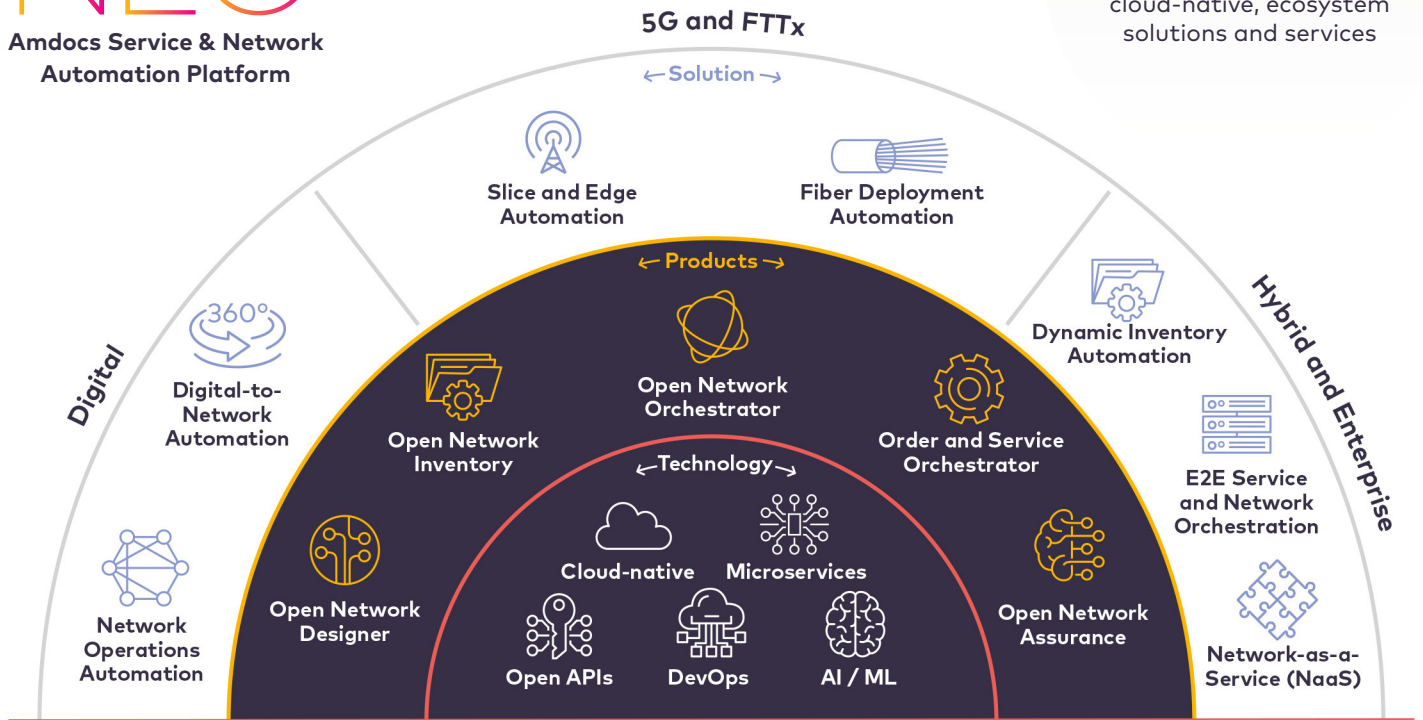
Amdocs OSS is modular, and positions the service provider with a flexible, scalable, and upgradeable platform that supports new technologies and business opportunities such as network virtualization, 5G fixed wireless access and 5G network slicing.



## About Amdocs NEO

# NEO

Amdocs Service & Network  
Automation Platform



A key Amdocs objective is to help service providers modernize, consolidate, and transform their service and network management systems to realize a modular, cloud-native management solution approach. Amdocs has evolved its proven capabilities into Amdocs NEO, a unified yet modular service and network automation platform designed to manage and orchestrate hybrid networks, combining traditional service fulfillment functionality with cloud and NFV orchestration and automation capabilities.

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# about amdocs

Amdocs' purpose is to enrich lives and progress society, using creativity and technology to build a better connected world. Amdocs and its 26,000 employees partner with the leading players in the communications and media industry, enabling next-generation experiences in 85 countries. Our cloud-native, open and dynamic portfolio of digital solutions, platforms and services brings greater choice, faster time to market and flexibility, to better meet the evolving needs of our customers as they drive growth, transform and take their business to the cloud. Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.2 billion in fiscal 2020. For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com).

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