



Case Study

Transforming network inventory: the gateway to accurate resource view & federation

"By leveraging Amdocs' OSS inventory solution and delivery capabilities, we were able to modernize and streamline our OSS to support the massive network rollout goals of the business."

**Head of Inventory Tools & Systems,
multinational tier-1 communications
service provider**

About the customer

This tier-1 communications service provider (CSP) is a leading telecommunications and technology operator within a multinational group, and the leading supplier of mobile fixed and broadband services in their country. Their customers include over 40 million mobile and fixed-line broadband users.

Constant innovation

Key to the company's competitive advantage is their ability to deliver ultra-fast and reliable fixed-line broadband to homes and businesses via fiber-optic lines and TV cable. Yet it's the added value of a superb end-to-end customer experience supported by modern business and operational support systems that enables them to truly achieve high levels of customer satisfaction.

Amdocs Network Inventory had been at the heart of the company's fixed network and services operations for two decades, effectively supporting over 10 million customers through integrations with dozens of surrounding systems. However, the time had now come to upgrade to the latest product version, which provided solid support for planning, fulfillment and assurance processes. Nevertheless, to support the operator's ambition to continually innovate and establish a unified inventory system across multiple countries, modernizing their legacy system was also necessary.

Open-heart surgery

Amdocs Network Inventory was supporting the company's fixed services fulfillment from end to end, 24 hours a day, 7 days a week, providing service and network information to enable:

- Network capacity expansion
- Serviceability checking
- Service provisioning
- Network and service assurance

This centrality to operations caused the modernization process to be perceived as "open heart surgery," – demanding careful planning by joint teams of internal and Amdocs experts to ensure any impact on the strategic fixed-network business was minimized.

The modernization's scope included not only the upgrade of the existing Amdocs Network inventory but also migrating the operator's 20-year-old legacy system – an extremely challenging task requiring complex transformations of data and processes, as well as integrations. Nevertheless, it promised extensive benefits by simplifying the OSS landscape.

Open-heart surgery for fixed inventory



More than two decades of successful operations



24/7, always-on, mission-critical system



Vast number of active users across business and operations teams



Exceptionally large number of inventory objects



50 systems integrated, dependent on inventory data

An agile approach with careful planning

Although the inventory modernization project used an Agile methodology, every step in the process still required careful planning, given the criticality of the Amdocs inventory to the business.

A joint team evaluated and analyzed multiple options to minimize risk. The synergies of the operator, who possessed a deep understanding of the business, and Amdocs, who had decades of expertise successfully delivering large, complex projects, empowered the team to adopt an innovative mindset and create a well-thought-out modernization strategy and solution. This included right-sized phases, building a cohesive, combined team, and optimizing and perfecting every step of the process to minimize technical and business impact.

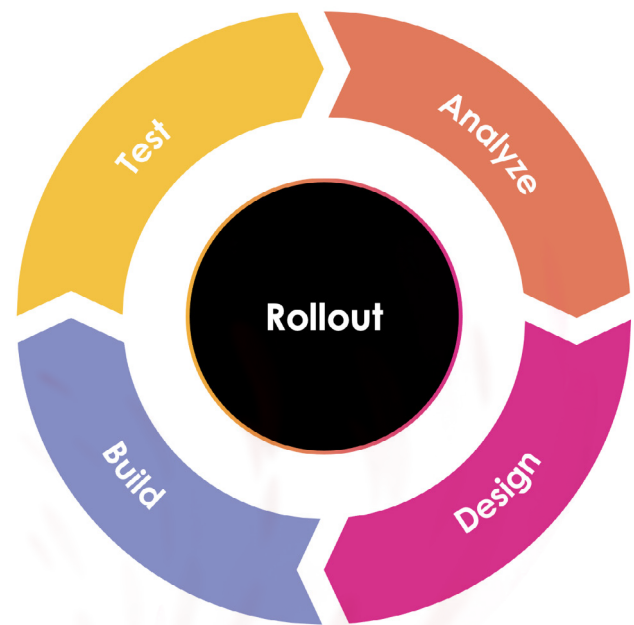


Figure 1: Driving agile success with SAFe: from analysis to rollout



Much more than just an upgrade

The inventory modernization project went beyond just upgrading the aging system. The operator also adopted a new technological platform, migrated a legacy system and introduced new capabilities that would position them to continue leading the market in the digital 5G era.

This included:

- Infrastructure virtualization and cloud enablement support
- TMF Open API support
- Modern, efficient user interface
- Inventory federation layer
- Performance improvements

Thinking big: establishing an international inventory foundation

Beyond just supporting the parent company's existing fixed business, the new inventory foundation enabled the establishment of guiding principles for entering additional markets in adjacent countries. This was due to its ability to harmonize inventory systems across the entire group for higher efficiencies and cost savings. As a result, companies across the group can now take a "build once, deploy anywhere" approach, leveraging a common platform that enforces use of common best practices, leading to shorter times to market and reduced total cost of ownership.

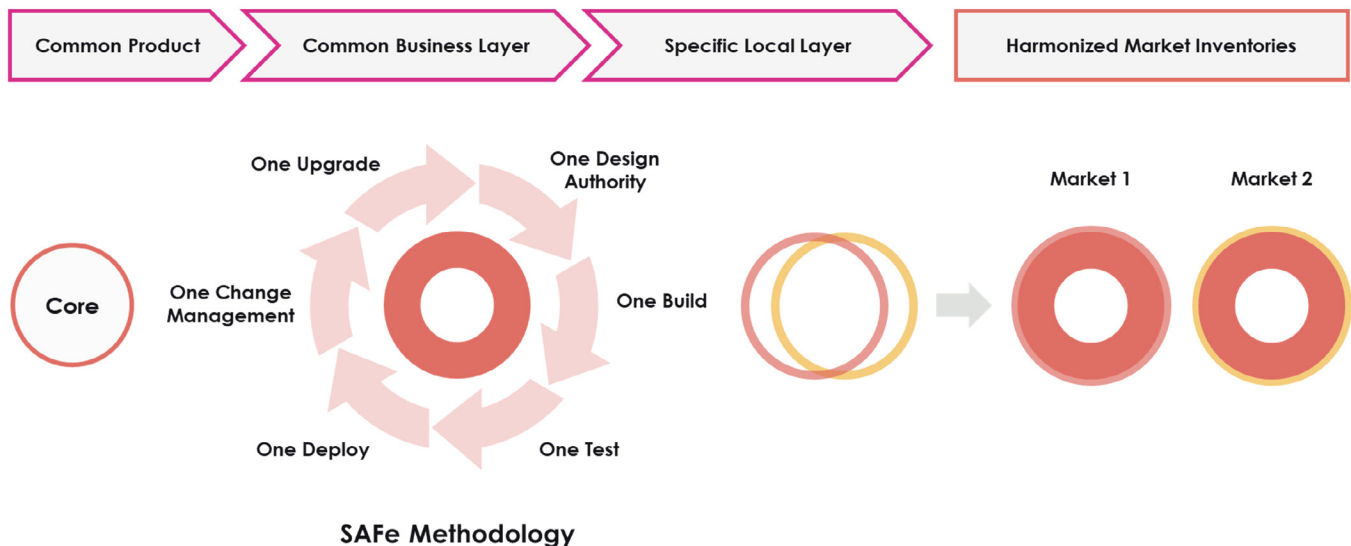


Figure 2: Build Once, deploy anywhere

Harvesting the benefits of modernization

Following the smooth, successful modernization of its fixed inventory, the operator is today enjoying a host of business benefits that include:

- Modern, highly efficient platform to support business growth
- Support for programmable networks with a modern, future-proof inventory
- Reduced integration costs via standards-based TMF Open API
- Improved operations and simplified data access with an optimized, federated and centralized inventory user interface and APIs

Increase workforce usability & efficiency



- Harmonization of data & functionality across inventory ecosystem and international markets
- Harmonized processes (planning, assurance...) across group markets
- Increased automation capabilities by reducing duplication between existing applications and enabling new markets to enjoy pre-built automations and processes
- Streamlined user experience across various international markets
- Network planning cost reduction

Increase data quality



- Aligned business processes across markets results in aligned data models and higher data quality
- Removal of data duplication and introduction of data cleansing process
- Planned live sync with network data

Operational performance



- Common delivery and rollout processes across markets
- Stability & availability
- One aligned set of interfaces to cover various markets
- All inventory applications on same core product version, avoiding cross-market misalignment
- Rolling upgrade to maintain support for latest underlying platforms

Figure 3: Key business and technical benefits



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.

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