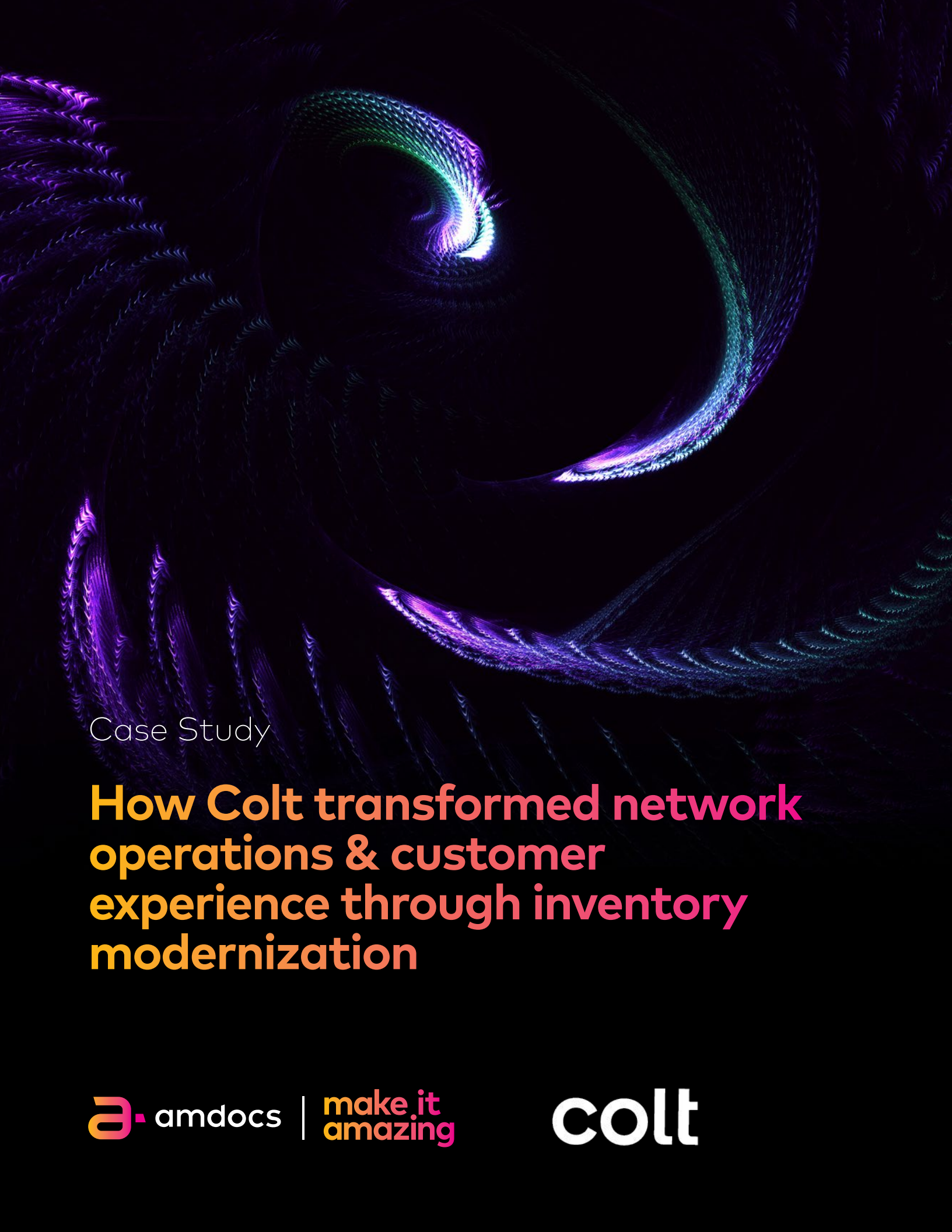




Case Study

How Colt transformed network operations & customer experience through inventory modernization



colt

About Colt Technology Services

Colt is a global digital infrastructure company which creates extraordinary connections to help businesses succeed. Powered by amazing people and like-minded partners, Colt is driven by its purpose: to put the power of the digital universe in the hands of its customers, wherever, whenever and however they choose.

The powerful Colt IQ Network connects 230 cities and 32 countries with more than 1,100 data centers, 51 Metropolitan Area Networks and over 31,000 buildings across Europe, Asia and North America's largest business hubs.

Obsessed with delivering industry-leading customer experience, Colt is guided by its dedication to customer innovation and security, by its values and its responsibility to its customers, partners, people and planet.

The challenge

As our industry undergoes major transformation in the way networks are built and services delivered, software-defined networks are creating opportunities for differentiated services. Meanwhile, business customers' needs are becoming increasingly complex, as they demand greater control and self-service options to manage their infrastructure changes.

To address these challenges, Colt launched an initiative to transform customer experience and drive sustainable growth. The focus is on enhanced security, service bundling, streamlined delivery and on-demand services.

The transformation initiative

Colt selected to partner with Amdocs to deliver a comprehensive transformation of its network operations, targeting the replacement of its main legacy inventory system, which was hindering operations agility and readiness to support the introduction of new technologies and services.

This wasn't just an IT upgrade – it was a strategic imperative touching every aspect of network operations including:

- Capacity planning and engineering
- Service provisioning and delivery
- Monitoring and fault resolution

The transformation aimed to achieve several critical business objectives:

- Deploy a future-proof, flexible platform to support future connectivity and growth
- Reduce overall IT complexity and cost by modernizing and consolidating legacy inventory systems
- Accelerate and streamline planning, engineering and operations processes
- Enable service order orchestration
- Improve data quality and reduce errors
- Enable rapid adoption of new network technologies
- Enhance mapping of customers services with supporting network resources

Overall, they sought to create a modernized inventory that ensures seamless integration and enhanced operational efficiency, while enabling greater self-service options for customers to manage their own infrastructure changes.

Implementation approach

The project began with a challenging mandate: replace Colt's main inventory system without disrupting daily operations. This scope expanded following the company's acquisition of Lumen's EMEA business, incorporating additional legacy inventory systems.

Working closely with Colt, Amdocs delivered the solution within agreed timelines using a DevOps methodology built on the Scaled Agile Framework (SAFe) knowledge base and Amdocs' best practices.

A transformation at scale

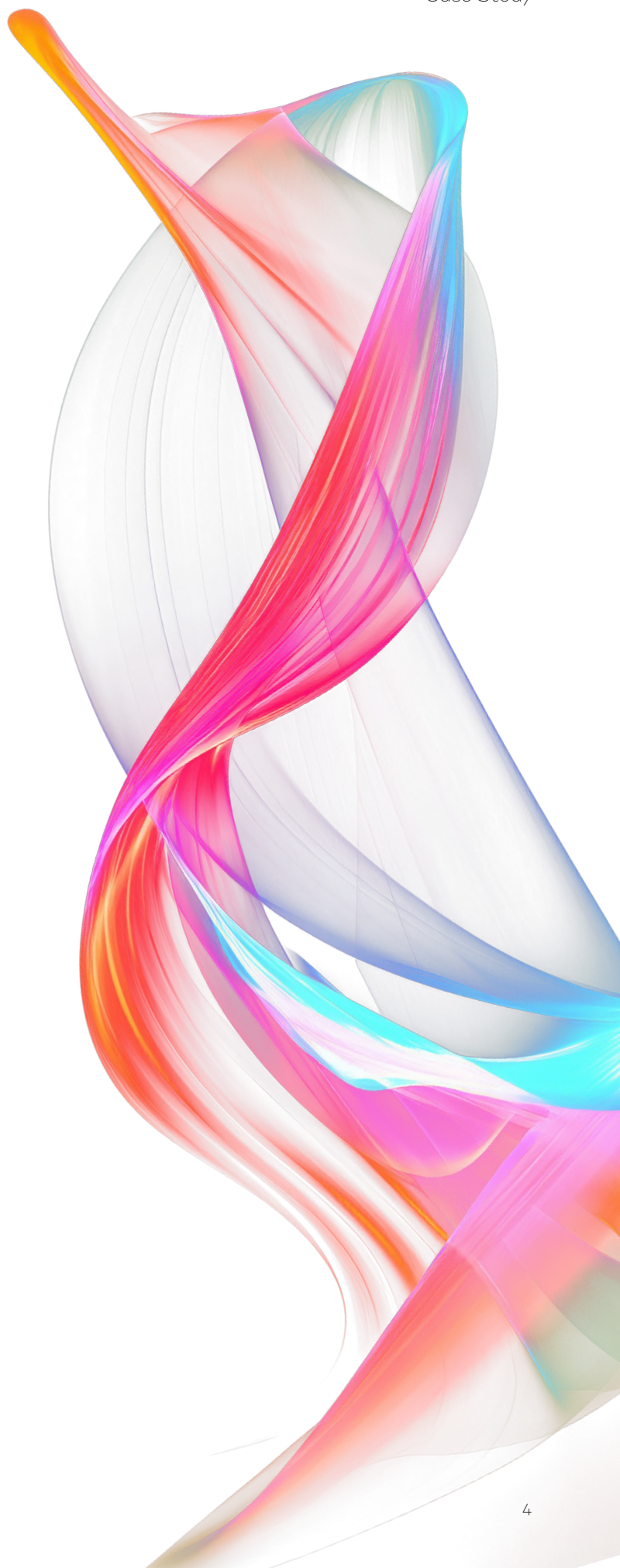
Over 2000 users across network operations teams

Over 20 interfaces to Colt systems using TM Forum Open APIs

Multiple technologies, including: WDM, OTN, Ethernet, MPLS, IP, SD-WAN

Inventory model with 1000s of device and card types

As part of the implementation, Amdocs was responsible for migration services aligned with Colt's timelines, jointly developing and evolving the consolidated Amdocs Network Inventory solution. This included end-to-end data migration – from extraction through transformation and loading of physical, logical and service data – with data reconciliation at each step to ensure validity.



Solution architecture and capabilities

The Amdocs Network Inventory solution implementation for Colt included:

- **Amdocs Network Inventory** including:
 - Amdocs Resource Manager: includes modelling, network build, service design and assign
 - Amdocs Network Navigator user interface: features search, view, edit and data federation
 - Amdocs OSS Reporting: offers flexible reporting and scheduling
 - Amdocs Synchronization and Discovery: ensures superior data quality
- Standards-aligned future-proof integrations via **TM Forum Open API**
- **Deployment on Microsoft Azure** public cloud
- **Complete migration of inventory systems**, across extract, transform and load
- Foundation for **migration** of network inventory data **from multiple legacy inventory** systems
- **Managed services** for ongoing platform operations and evolution

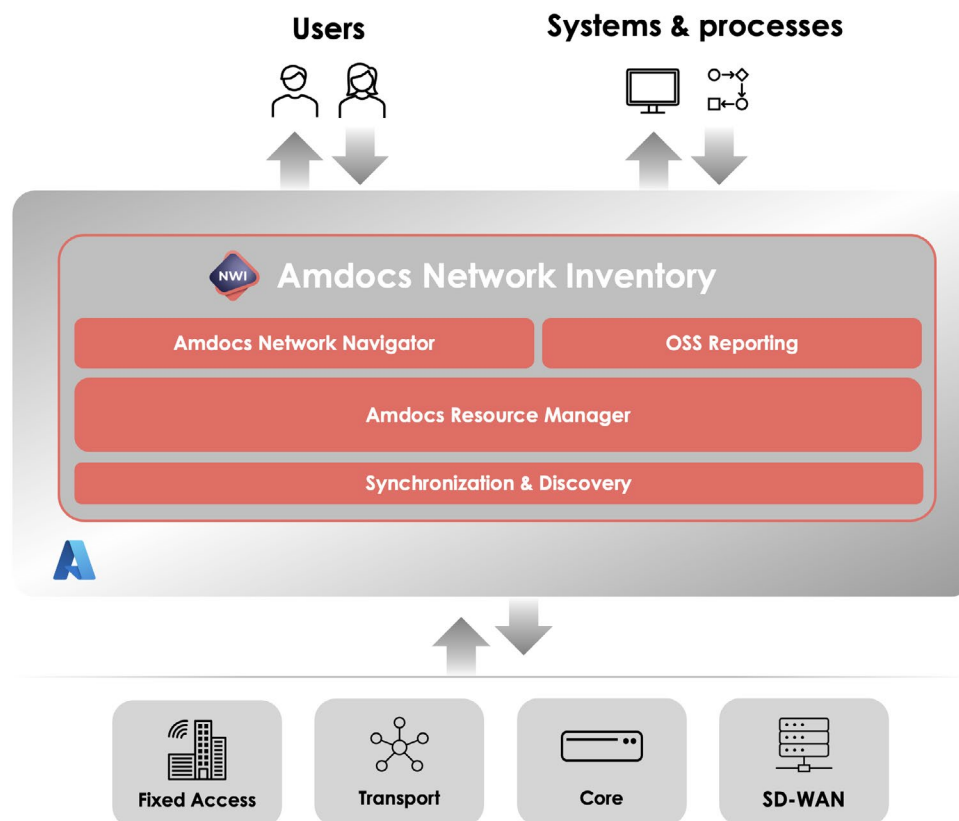


Figure 1. Amdocs Network Inventory solution

Implementation results

Amdocs Network Inventory solution provided a powerful, robust platform that digitalized and automated Colt's global inventory, enabling digital infrastructure connectivity and enhancing the customer experience.

The solution enabled significant enhancements to Colt's network operations. This empowered teams to efficiently manage key processes such as provisioning, capacity planning and fault resolution across a single, connected platform in real-time and across borders. These efficiencies came from superior data quality, delivered through rule enforcement and constant synchronization and discovery.

Delivering business benefits

Colt's digital transformation journey with Amdocs Network Inventory solution has delivered significant value across network operations, providing a foundation for business growth. The solution helps the company deliver an exceptional customer experience through streamlined inventory processes, enhanced agility and accelerated time-to-market for new services and offerings.

Key business benefits include:

- Improved network planning, design and assign processes
- Enhanced operability and reduced time to serve through superior data quality and fewer errors
- Improved customer and employee experience, leading to better retention
- Enhanced network visualization capabilities
- Faster time-to-market for new technologies, with built-in scalability to support growth and improved customer acquisition
- Reduced IT complexity and OPEX savings through retirement of aging and duplicate legacy systems
- Improved system availability and uptime

Looking ahead

Colt's transformation journey with Amdocs has fundamentally redefined its network inventory capabilities – delivering streamlined processes, enhanced agility and faster time-to-market for new services. By consolidating legacy systems onto a future-proof platform, the company has achieved significant improvements in both operational efficiency and customer experience. Moreover, the cloud deployment ensures optimized total-cost-of-ownership while supporting the company's growth objectives.

With a view to the future, the journey continues as Colt leverages its modernized inventory system to meet evolving business customer needs – providing a strong foundation for future innovation in network operations and customer service, while reinforcing their commitment to excellence in digital infrastructure services.



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 large enterprise customers. Our 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 \$5.00 billion in fiscal 2024.

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