

Case Study

Telekom Austria, Cisco, Infonova

Telekom Austria: Efficient MPLS Provisioning for Faster Time to Market

Companies submitting case study:

Telekom Austria
Cisco Systems
Infonova

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Applicable TM Forum Technical Areas:

NGOSS, eTOM, Multi-technology Network Management

Viewpoint:

Service provider perspective, System integrator perspective

Services:

Voice, Video, Data, VoIP, IPTV, VPN

Network Technologies:

Mobile GSM/GPRS, Mobile Edge/UMTS, Cable, Broadband, Fixed Line, DSL, IP, WiFi/WiMax

Business Problem:

Telekom Austria started to offer IP based VPN solutions to their business customers when it introduced its IP MPLS based network in 2000. As the number of customers was comparably small and each solution very specific, management & configuration were undertaken on a manual but resource consuming basis. When Telekom Austria started to offer VPN services based on xDSL technology in 2003, the number of customers and especially the number of customer sites started to increase dramatically. Consequently Telekom Austria needed a solution to fully automate the Fulfillment process to enable Zero Touch Deployment and automation of the Operational Management with the objective to minimize the Order-to-Cash time.

Solution Implementation:

The joint Telekom Austria, Infonova and Cisco solution comprises the Infonova's Next Generation BSS, the Infonova's MPLS VPN Integration Framework, Telekom Austria's Managed Device Center, Cisco's ISC and the Cisco Configuration Engine.

The Infonova BSS (Telekom Austria's Service Management Platform – "OpenNet") - a highly pre-integrated solution stack for managing an operator's entire service portfolio and business partners – delivers an end to end Order-to-Cash capability with customer identification & management, product management, service definition, order management, fulfillment, mediation, rating & billing.

Infonova's MPLS (VPN) Integration Framework is a fully SOA based integration layer, a process engine to orchestrate the workflow steps and a repository for the service specific configuration and process templates. The main functionality of the framework is managing the complete automation of service management, automating generation of service data, provisioning Cisco's ISC, Cisco's Config Engine and the Managed Device Center (MDC). Additionally the framework is responsible for VPN management, for VPN creation, VPN deletion & IP addresses.

The Managed Device Center (Infonova Device Configuration Manager) is responsible for consolidating distributed data and for centralized CPE configuration management. The main task of the MDC is to provide the functionality for automatic Customer Device configuration changes and IOS Updates.

Cisco's IP Solution Center MPLS VPN Management application delivers the provisioning of VPN's through the automation of these functions. At Telekom Austria the Cisco ISC defines the device role (P, PE, & CPE), assigning interfaces, defining a customer site and service requests and allocating devices to device groups. The **Cisco Config Engine (CNS-CE)** helps to configure CPE's automatically without human intervention and - due to auto-install functionality - a mass deployment of CPE devices.

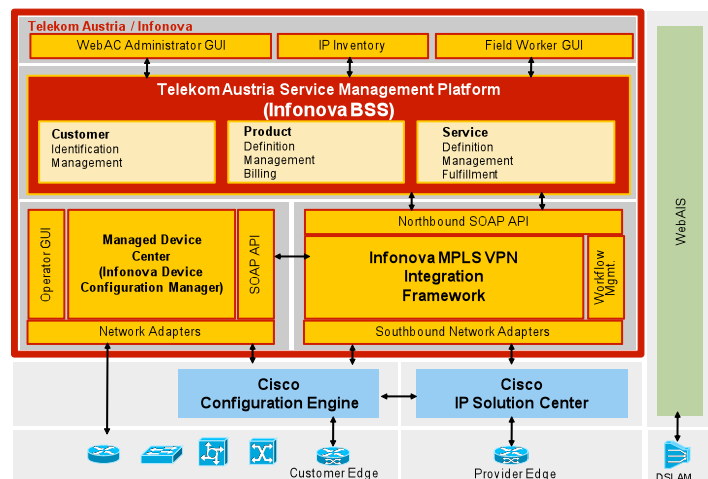
Deployment and Results:

This mature solution is a result of collaborative efforts between Telekom Austria, Infonova and Cisco delivering a sophisticated network provisioning and management platform. Key benefits encompass a minimization of configuration errors, reduction of service ordering and implementation time through highly automated work flows, flexibility in introducing add-on services and high scalability from SOHO to large enterprises.

The major improvement for Telekom Austria is the enormous Order-To-Cash time reduction of 80 %. The activation growth rate has been increased up to 800 % due to easy fulfillment functionality – a factor that helps ROI to visibly accelerate.

Customer experience with buying, paying, maintaining of services and self installation is now highly simplified and human involvement minimized, factors that lead to low cost and efficiency.

As eTOM was used for the analyses of all existing processes, duplications could be eliminated and costs saved. Serving as common language between AAPT and involved companies the eTOM framework additionally helped to reduce implementation time.



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