

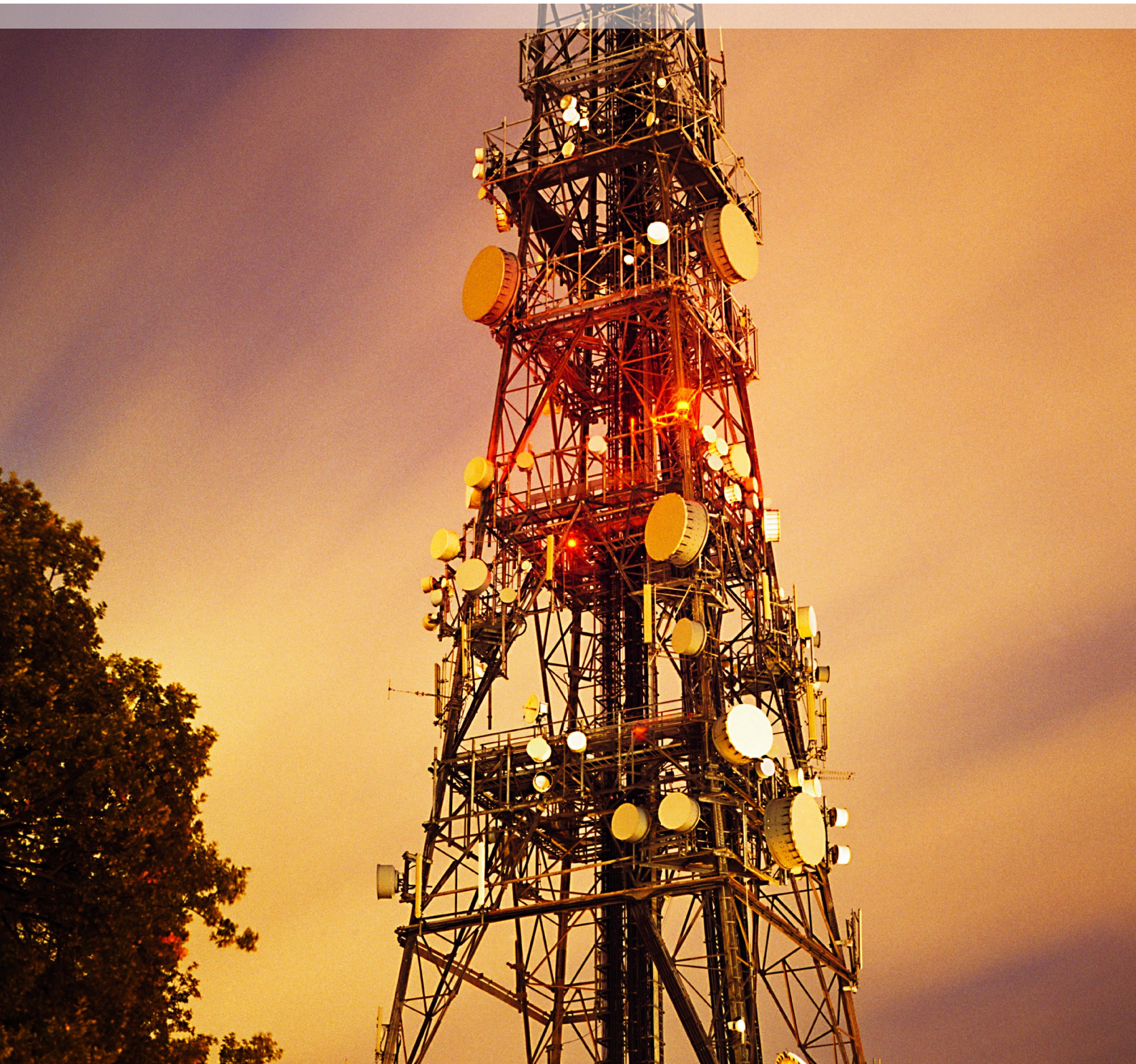
COMARCH



CASE STUDY

# IMPLEMENTATION OF COMARCH FAULT MANAGEMENT

PTC – POLSKA TELEFONIA CYFROWA  
(T-MOBILE POLAND)



## THE BUSINESS NEED

The implementation of Comarch Fault Management in Polska Telefonia Cyfrowa had solid business and technological justification. Over the past several years we have been witnessing a series of revolutionary changes related to the telecommunication market. Therefore, in order to counter constant pressure from competitors, the operator must quickly react to the situation on the market, while accommodating the rapid growth of the company itself. Taking all this into account, a unified, fully scalable and configurable fault management and service monitoring solution, seamlessly integrating with existing systems, is one of the crucial keys to the company's success.

PTC required an easily configurable and extendable solution acting as an "umbrella" over a series of already implemented proprietary management systems. At the time of the project's kick-off, PTC's network consisted of more than 15 000 network elements of over 30 different types from different vendors. Consequently, these elements were managed by a number of separate, vendor-specific applications. The main aim here was to unify and simplify the management process by providing a common interface to handle all devices and to correlate and subsequently present data (events) gathered by the existing systems in one consistent view. This, however, required synchronization with existing external systems and data bases. Therefore the solution had to include a number of specific data adapters, most of which needed to be created from scratch based on the analysis of the proprietary protocols employed.

## THE APPROACH

PTC placed their trust in Comarch's OSS Suite, specifically the Comarch Fault Management module – based on a **cutting-edge technology solution for ongoing fault issues** inside an operator's networks. Comarch was able to provide a **flexible, cost-effective solution** employing the newest technologies and fulfilling all of the customer's requirements. The strongest aspects of Comarch's offer were the flexibility to tailor the solution precisely to the customer's needs, to deliver a product allowing the customer to react quickly to changes, and to provide rapid implementation of requested additions.

## THE IMPLEMENTED PRODUCTS

The **Comarch Fault Management** module **monitors all the existing network elements**. It receives, displays and efficiently tracks alarms, so users can manage potentially debilitating network problems quickly and effectively.

The system also enables users to **fully configure the way that alarms are processed**. This is done through the creation of rules utilized by the built-in correlation engine. This feature speeds up identification of failures and allows users to allocate tasks according to internal company processes (integration with the trouble ticketing system).

PTC's fault management system required **online integration with the existing network and service inventories**. Accordingly, the collected alarms regarding network elements were additionally mapped to particular services in order to reflect and present their actual state. As for the presentation of gathered data, a **sophisticated alarm visualization interface** was provided. It is capable of presenting current and historical alarms.

## CLIENT:

POLSKA TELEFONIA CYFROWA  
(T-MOBILE POLAND)

## INDUSTRY:

TELECOMMUNICATIONS

Polska Telefonia Cyfrowa (PTC), a member of Telekom Deutschland Group, is the leading Polish mobile telecommunications provider and operator of the T-Mobile Poland and Heyah brands, currently serving over 13,3 million customers. Since the company began its commercial operations in 1996 under the brand name Era GSM (now T-Mobile Poland), it has continually been offering the latest mobile phone services to its customers. The company was also the first mobile operator in Poland to launch UMTS (2004) – a step constituting a major breakthrough on the Polish telecommunications market (now enhanced with the High Speed Downlink Packet Access technology).

## IMPLEMENTED PRODUCT:

- Comarch Fault Management

Apart from displaying a plain list of alarms, it is possible to use maps to visualize the status of the network infrastructure as well as services. The system offers a **GIS map-based visualization, a logical and hierarchical layout** and a floor-plan view of the network and the faulty elements within. This detailed view enables users to obtain the maximum amount of information on the exact location of faulty elements. These details can be passed on to members of technical crews in order to speed up repairs.

Additionally, PTC was provided with an **advanced reporting tool** that facilitates performing thorough network analysis, and consequently taking appropriate measures in order to improve the network's performance and reliability.

## THE RESULTS

The crucial benefits following the implementation of the Comarch Fault Management solution included:

- ✓ Improvement of network reliability
- ✓ Centralized and unified control across all network domains
- ✓ Quality monitoring of complex services
- ✓ Seamless integration with existing systems
- ✓ Full automation of fault management tasks, including correlation and the handling of trouble tickets
- ✓ Future-proof design (easy adaptation to accommodate new management systems)

Thanks to its broad scope of functionalities, Comarch Fault Management is a sure step towards better network management



## WHY COMARCH

“ At PTC, we needed a sophisticated and open umbrella management system, which would perform the central role in our Technology Operations Center. After the pilot phase with four selected products, we chose Comarch OSS Suite to implement our fault management system. We can recommend Comarch as a reliable company with professional and experienced staff. We are convinced that Comarch OSS Suite is a modern and flexible solution that will enable us to achieve rapid time-to-market with next generation services management.

**DARIUSZ ANTONIEWICZ**

SERVICE MANAGEMENT UNIT MANAGER  
AT TECHNOLOGY OPERATIONS SUPPORT  
DEPARTMENT POLSKA TELEFONIA CYFROWA (PTC)



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## ABOUT COMARCH

Since 1993, Comarch's specialist telecommunications business unit has worked with some of the biggest telecoms companies in the world to transform their business operations. Our industry-recognized telco OSS and BSS products help telecoms companies streamline their business processes and simplify their systems to increase business efficiency and revenue, as well as to improve the customer experience and help telcos bring innovative services to market. Comarch's customers in telecommunications include Telefónica, Deutsche Telekom, Vodafone, KPN and Orange.

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