CUSTOMER SUCCESS STORIES
HOW TELECOM OPERATORS WORLDWIDE EMBRACE SUCCESS WITH COMARCH
Comarch supports telecoms in facing the challenges of the digital era.

With our complete portfolio of IT products for telecoms we provide you with the flexibility you need with the flexibility they need in the world of constant connectivity, to dynamically adjust to the market reality and keep up with constantly changing customer expectations.

Comarch is a partner who enables telecom operators to launch new services quickly and cost-effectively, and to offer customers high quality digital services which are available anywhere, at any time.
# TABLE OF CONTENTS

4  WHY COMARCH?

5  IMPROVING PROCESS EFFICIENCY WITH LEAN NETWORK PLANNING E-PLUS GRUPPE
   / (NOW OWNED BY TELEFÓNICA GERMANY)

7  PUTTING ENTERPRISE CUSTOMERS IN CONTROL FOR IMPROVED EXPERIENCE
   / KPN (THE NETHERLANDS)

9  PUTTING THE NETWORK CLOSER TO THE CUSTOMER THANKS TO CENTRALIZED
   NETWORK MONITORING / MTS/MOBILE TELESYSTEMS (RUSSIA)

11 SIMPLIFIED MANAGEMENT OF A SHARED NETWORK THANKS TO OSS CONSOLIDATION
    NETWORKS! / T-MOBILE/ORANGE JOINT VENTURE (POLAND)

13 SUPPORT FOR GERMANY’S LARGEST BROADCAST AND MEDIA INDUSTRY SERVICE PRO-
    VIDER IN THE RAPID AND EFFICIENT INTRODUCTION OF NEW TV SERVICES (UNDER
    THE BRAND NAME FREENET TV), BASED ON DVB-T2 / MEDIA BROADCAST (GERMANY)

15 BETTER CONTROL OF NETWORK OPERATIONS WITH UMBRELLA FAULT
    MANAGEMENT / TELEFÓNICA GERMANY (GERMANY)

17 PAVING THE WAY FOR MACHINE TO MACHINE INNOVATION
    / A1 TELEKOM AUSTRIA GROUP

19 INTEGRATING RESOURCE AND SERVICE LAYERS FOR AN END TO END
    VIEW OF SERVICES / TELEKOM DEUTSCHLAND (GERMANY)

21 MULTI-MARKET TRANSFORMATION WITH FOCUS ON TIME TO MARKET AND COST OF
    SERVICE DELIVERY / TIER 1 OPERATOR (EUROPE)

23 NEXT GENERATION SERVICE ASSURANCE (NGSA) IMPROVES CORPORATE CUSTOMER
    SATISFACTION / VODAFONE (GERMANY)

25 OPTIMIZING FIELD SERVICE MANAGEMENT FOR BETTER CUSTOMER EXPERIENCE
    / VIASAT (USA)

27 IMPROVING THE EFFICIENCY OF NETWORK PLANNING ACROSS FIVE COUNTRIES
    IN LATIN AMERICA / TELEFÓNICA (ARGENTINA, BRAZIL, CHILE, COLOMBIA, PERU)

29 EFFICIENT DELIVERY OF GLOBAL NFV-BASED NETWORK SERVICES
    FOR ENTERPRISES ALL OVER THE WORLD
    / ngena, THE NEXT GENERATION ENTERPRISE NETWORK ALLIANCE

31 IT PRODUCTS TO HELP YOU SOLVE BUSINESS CHALLENGES

33 TRUSTED BY TELECOMS WORLDWIDE
WHY COMARCH?

CONFIGURABLE SYSTEMS, FLEXIBLE APPROACH

- Flexible and cooperative approach, even in complex projects, ensuring high client satisfaction
- Focus on customer centricity through modularity in component design and variety of delivery models, including managed services, SaaS and license-based
- Customers influence the development of systems – Comarch product experts work closely with our clients
- Agile organization makes it easy to access experts from each domain and shortens decision-making paths. Open, flexible and modern Java EE-based architecture, high modularity of BSS/OSS suites

COST-EFFICIENT BSS/OSS TRANSFORMATIONS

- Easy customization and configuration based on individual needs
- Products built in-house, resulting in faster and cheaper integration
- Good interoperability with legacy systems – no need for unnecessary changes
- Flexible and easy changes and configurations of the data model limit the number of custom developments in future

COMPLETE BSS/OSS PORTFOLIO

- Strong product roadmap and vision
- Feature-rich, out of the box functionalities combined with high configurability of products
- Addressing current trends (innovation) – digital service management, cooperation with OTT players, machine to machine (M2M), software-defined networking, network function virtualization, planning LTE networks, data analytics & monetization etc.
- A wide range of services enables us to build products perfectly addressing your challenge, providing your company with much more than an IT tool
IMPROVING PROCESS EFFICIENCY WITH LEAN NETWORK PLANNING E-PLUS GRUPPE (NOW OWNED BY TELEFÓNICA GERMANY)

THE BUSINESS NEED

The main goal of E-Plus in this project was to transform organizational processes. Existing network planning and rollout processes were quite complex, with hundreds of workarounds for simple operations not being supported by the tools already in use. In order to start thinking about lean, smooth and efficient processes, Comarch and E-Plus had to stop thinking about applications and focus on business activities in the area of planning and network integration.

THE CHALLENGE

- Redesign and simplify processes to maximize business efficiency
- Increase efficiency in planning and rollout by 50%
- Reduce time to market for new technologies to 3-6 months

THE IMPLEMENTED PRODUCT

Comarch Next Generation Network Planning (NGNP) enables users to comprehensively and efficiently manage network planning, expansion and optimization processes. The end to end handling of strategic, engineering and administrative procedures embedded into a single OSS platform provides unprecedented business process visibility of performed business processes.

THE RESULT

- Decreasing the complexity of network planning and design processes
- Overall business process efficiency improvement by 50%
- Simplifying and standardizing the NGOSS architecture
- Time to market improvement, optimization of the network integration process
- Reduced number of network configuration errors
- Seamless integration of network infrastructure outsourcing, and E-plus network planning and design policy
Having had a very positive experience with Comarch as a partner in previous OSS transformation projects, we decided to cooperate with them again for a project that aims to rebuild our current IT landscape in the area of network performance. This project enables us to fulfill a strategy of offering our customers high quality, innovative services, sooner than our competitors do.

Gerhard Lüdtke
Director of Access and Transport Networks
E-Plus Gruppe
PUTTING ENTERPRISE CUSTOMERS IN CONTROL FOR IMPROVED EXPERIENCE
KPN (THE NETHERLANDS)

THE BUSINESS NEED
KPN launched the project in order to build a system to support higher order intake, improve customer satisfaction, reduce churn, shorten the time needed for customer implementation, reduce the number of KPN internal activities, and cut costs.

THE CHALLENGE
- Enable all customers, including end users and partners, to perform self-setup in the most efficient and convenient way, and to manage all telecom-related activities
- Ensure an insight into detailed financial and customer data through web services and B2B interfaces available across Europe, networks and technologies

THE IMPLEMENTED PRODUCT
A comprehensive BSS system was delivered in a software as a service (SaaS) model, where Comarch is responsible for full hosting and housing activities, as well as for all daily activities necessary to keep the whole system up and running. The implemented Comarch products included Convergent Billing, Corporate SelfCare, Billing Mediation, Reporting Tool and Enterprise Service Bus.

THE RESULT
- Cost reduction: CAPEX and OPEX reduction thanks to the employment of an SaaS model and the automation of the service activation processes
- Minimized investment risks: Comarch shared the business risk of the project and was highly motivated to achieve KPN’s business goals. The managed services model meant adjusting the equipment to assure appropriate service efficiency
- Improved customer experience: gaining full control over the order to cash process and the possibility to quickly verify the invoiced charges and optimize tariffs
- Flexibility: Comarch presented a flexible approach and provided a comprehensive offer of services and equipment – flexibly joining services, terminals and accessories
The components of KPN’s previous BSS system required vast amounts of manual work being carried out by its users. Finally, a decision was made to purchase a new, integrated solution, and Comarch matched our requirements perfectly.

Cees Versteeg
Director IT and Operations
KPN
PUTTING THE NETWORK CLOSER TO THE CUSTOMER THANKS TO CENTRALIZED NETWORK MONITORING
MTS/MOBILE TELESYSTEMS (RUSSIA)

THE BUSINESS NEED
When MTS decided to start their OSS transformation, their network monitoring was distributed over eight macro-regions. The network management processes and procedures were established centrally, but their implementations had regional specifications. This huge OSS landscape was not completely standardized, so it was difficult to maintain all the systems and the network.

THE CHALLENGE
- Centralize network monitoring distributed over eight macro-regions (network management processes and procedures were established centrally, however their implementations had regional specifications)
- Optimize network management in order to lower operational costs and increase network and service quality
- Standardize processes and procedures and unify the OSS landscape
- Move the network monitoring process into the service layer, in order to fill the gap between the network and the services offered to customers

THE IMPLEMENTED PRODUCT
After analysis of various areas of MTS’ network, a unified umbrella OSS system was created including Comarch’s Next Generation Service Assurance (NGSA), Service Inventory and SLA Monitoring products.

THE RESULT
- 300,000 network elements being monitored
- 100 alarms per second gathered on average
- 50% reduction in the number of alarms presented to operators
- 80 concurrent users of the NGSA Console
- Centralized network monitoring: a global networks operations center was established in Krasnodar – consequently, all the monitoring tasks where smoothly moved to the GNO
- Less time needed to solve problems thanks to the simplification of the system operators’ working environment
We are confident that Comarch’s solutions will enable MTS to successfully transition from a network-centric towards a customer-centric OSS ecosystem with the ultimate goal of delivering the best customer experience.

Andrey Ushatsky
Vice-President and Chief Technology Officer
MTS
SIMPLIFIED MANAGEMENT OF A SHARED NETWORK THANKS TO OSS CONSOLIDATION NETWORKS! – T-MOBILE/ORANGE JOINT VENTURE (POLAND)

THE BUSINESS NEED
In July 2011, two leading Polish operators, PTC (the operator of T-Mobile Poland) and PTK Centertel (the operator of Orange Poland) entered a 15-year agreement for sharing a mobile access network. The joint venture company, NetWorkS!, was formed by the two operators to manage and develop their consolidated 2G/3G network and their 4G network in the future, with the aim of enhancing network coverage and quality.

THE CHALLENGE
- Centralize monitoring of the network that was initially composed of two independent environments
- Implement a unified umbrella system in the assurance area
- Improve customer experience, for both T-Mobile and Orange customers, based on the shared infrastructure
- Reduce costs by combining efforts at network management level
- Increase network coverage, both outdoor and indoor
- Assure high quality of network parameters and controlled access to information regarding third-party networks

THE IMPLEMENTED PRODUCT
The product was based on Comarch Fault Management, which can effectively monitor problems and defects in the entire telecom network. Through continuous monitoring of the operator's network resources, the system ensures the collection, visualization and tracking of event occurrences, creating a unified umbrella system over the various network element management systems.

THE RESULT
- Assuring high quality of data and reducing the number of events in a centralized network inventory
- Automation of fault clearance processes (configured correlations and integration with trouble ticketing system)
- Rapid response to all kinds of problems regarding network infrastructure
- Significant part of the various configurations are carried out by the operator
Comarch Fault Management has all the necessary functionalities to support an infrastructure-sharing scenario, which has been already appreciated by numerous Tier 1 operators, such as MTS Russia and Telefónica O2 Germany. Comarch’s solution had already been proven by PTC (T-Mobile), and has been evaluated highly.

Comarch has continuously maintained a very high standard of products and services, so it was natural to benefit from that experience and expand cooperation to the new structures.

Przemysław Żulewski
Mobile Systems Development Expert
NetWorkS!
SUPPORT FOR GERMANY’S LARGEST BROADCAST AND MEDIA INDUSTRY SERVICE PROVIDER IN THE RAPID AND EFFICIENT INTRODUCTION OF NEW TV SERVICES (UNDER THE BRAND NAME FREENET TV), BASED ON DVB-T2

MEDIA BROADCAST

THE CHALLENGE

Media Broadcast, Germany’s largest broadcast and media service provider, recently introduced the DVB-T2/HEVC standard, which will allow the launch of a new terrestrial service via its freenet TV brand. The company’s aim is to offer premium digital content via CI+ cards and decoders distributed by resellers and a webshop application.

THE IMPLEMENTED PRODUCT

Comarch Smart BSS is a configurable solution for multi-technology, multi-network providers. It integrates with third-party systems and supports the management of all key processes, offering the flexibility to make changes as Media Broadcast’s needs evolve. The system comprises CRM, Webshop API, Billing, Charging and Invoicing of any Service, Voucher Management, Product Catalog and Service Activation.

THE APPROACH

The aim was to implement and integrate Media Broadcast’s BSS system, using Comarch Smart BSS. This comprehensive, pre-integrated solution lets the broadcaster manage all freenet TV business processes, and supports the introduction of new services based on DVB-T2 technology. Comarch Smart BSS is delivered in private cloud, with the equipment and platform at the Comarch data center in Dresden. High-security backup, including disaster recovery, is provided from Kraków. The contract was signed in 2015, and the project was divided into three phases. The first two were concluded by July 2016, with the third still in progress.

THE RESULT

Media Broadcast was able to launch paid freenet TV services based on DVB-T2. The solution streamlined all BSS processes and ensured high quality support, maintenance, software and cloud services. It was integrated with legacy IT systems, and interfaced with partner systems. Using one attractively-priced platform optimized operational costs.
We chose Comarch as partner to support us in delivering the ultimate DVB-T2 service, due to the company’s broad experience in similar projects supported by references from cable TV providers and broadcasters from all over the world. The implemented solution - Comarch Smart BSS - enabled us to manage BSS processes more efficiently, and to reach our goals in terms of quickly introducing new paid TV services onto the market. We are very pleased to implement a BSS system which at the same time is easy to integrate with third-party tools and ensures a wide spectrum of functions.

Henk van Es, Head of Technical Operations
freenet TV
CUSTOMER SUCCESS STORIES

BETTER CONTROL OF NETWORK OPERATIONS WITH UMBRELLA FAULT MANAGEMENT
TELEFÓNICA GERMANY (GERMANY)

THE BUSINESS NEED

For this project, Telefónica Deutschland did not restrict itself to acquiring a system that would act as a manager of managers, integrating with its already-existing management systems. Instead, the company wanted to completely replace the element management systems in use. This required a system with a direct interface to the elements of the multi-vendor network.

THE IMPLEMENTED PRODUCTS

An umbrella OSS system was composed of Comarch Network Inventory Management, Comarch Configuration Management, Comarch Fault Management, and Comarch Performance Management. Comarch offered the possibility to precisely tailor the system to the customer’s specific requirements. In this case, among other things, this meant enhancing Comarch’s system with a set of specific management consoles, each for a different type of network element.

THE CHALLENGE

- Replace the element management systems in use with a system with a direct interface to thousands of network elements from different vendors
- Equip the system with functionalities enabling the configuration of every network element
- Correlate and subsequently present data gathered from all the managed network elements in one consistent view

THE RESULT

- Centralized and unified control across all network domains
- Information on network elements and their configuration gathered in one place
- Seamless integration with the existing environment
- Unified system for real-time network performance management and monitoring
- Improved network reliability
- Full automation of fault management tasks, including correlation
- Future-proof design (easy extensibility)
The introduction of Comarch OSS Suite was a giant step forward in optimizing operations thanks to integrating the management of our transmission technologies into one homogeneous platform.

Günter Kaufmann
Manager Operations Support Systems
Telefónica Germany
PAVING THE WAY FOR MACHINE TO MACHINE INNOVATION
A1 TELEKOM AUSTRIA GROUP

THE BUSINESS NEED
Looking to expand their business, Telekom Austria Group decided to enter the machine-to-machine (M2M) market and established a dedicated spin-off company for M2M in September 2011. The company mainly addresses B2B customers and solution partners with the objective of becoming the leading M2M boutique provider in the Central and Eastern Europe (CEE) region.

THE CHALLENGE
Telekom Austria Group was looking to support their new business with a platform that would meet the following requirements:

- Provide the highest flexibility to fulfill the company’s boutique provider strategy
- Offer superior efficiency to enable high volume and low margin business conditions
- Enable dynamic development of features
- Support automated, end to end business processes
- Deliver services in a multinational set-up supporting the group structure
- Ensure full operational independence

THE IMPLEMENTED PRODUCT
Comarch M2M Platform is a modular product based on Comarch COTS products from BSS and OSS domains combined with M2M-specific dashboards, processes and configurations. Comarch M2M Platform was honored with Pipeline’s 2013 Innovation Award for “Innovation in Connectivity”. Comarch has been recognized for M2M systems that enable mobile operators to provide “Intelligent Connectivity” and succeed in the M2M market.

THE RESULT
Telekom Austria Group gained independence in running their own M2M strategy with end to end process support regarding SIM card management, a single platform for all users and groups, different functionalities and GUI for different users, support for B2B and B2B2C models, as well as hosting and outsourcing in the managed services model.
We chose Comarch because their existing product portfolio provided a good basis for the platform. More importantly, Comarch was able to prove their ability to quickly develop custom features upon request. We believe that, in dynamically growing markets, flexibility and customer orientation are the keys to success. The set-up we have chosen with Comarch helps us deliver just that.

Phat Huynh
Managing Director, Head of Marketing & Sales
Telekom Austria Group
INTEGRATING RESOURCE AND SERVICE LAYERS FOR AN END TO END VIEW OF SERVICES
TELEKOM DEUTSCHLAND (GERMANY)

THE BUSINESS NEED

Faced with the challenges of today’s telecommunications world, Telekom Deutschland was consolidating its OSS landscape using NGOSS principles. The resource and service inventory (R&SI) is used to managed customer facing services, resource facing services, and resources used for these services coming from different Inventory and configuration management systems.

THE CHALLENGE

• Optimize incident, problem and change management processes, at the level of resources and services
• Improve cooperation between the service inventory and different resource inventory management systems
• Design a system that offers integrated and flexible service modeling and a wide integration ability to seamlessly cooperate with other systems

THE IMPLEMENTED PRODUCT

Comarch Network & Service Inventory acts as the master system for the creation of resources in some network domains, while in the others it holds only the read-only copies of the resources used for the creation of services. Integration with third-party systems was achieved by the common information present in the environment, which ensures the simplification of the overall architecture and reduces the number of interfaces.

THE RESULT

• Improved incident, problem and change management processes thanks to end to end visibility of the services, smooth integration of service and resource layers and a consolidated overview of the ownership for services
• Setting a good starting point for a complex transformation of the operator’s entire environment
• With an ongoing effort towards consolidation of the environment composed of multiple national operators, products developed by Comarch will play a central role in the future operations of Telekom Deutschland

GO TO TABLE OF CONTENTS
Of all the vendors offering similar OSS solutions, only Comarch offered an already established product with a significant market position, together with the possibility of implementing specific functional requirements regarding advanced data sharing.

Thomas Kiemle
Head of Configuration & Provisioning Systems
Telekom Deutschland
MULTI-MARKET TRANSFORMATION WITH FOCUS ON TIME TO MARKET AND COST OF SERVICE DELIVERY TIER 1 OPERATOR (EUROPE)

THE BUSINESS NEED

With the ultimate goal of improving the experience of business customers, a European Tier 1 operator undertook an ambitious multi-market transformation comprising three different markets. The need was to deliver new services to business customers on all of these markets faster and cheaper, while providing a market specific and customized offer approach.

THE CHALLENGE

The operator needed to introduce a system that would best fit the requirements of three different markets, organizations and networks, and to achieve the following:

- Shorten time to market of new services for business customers
- Pave the way for digital services – as the services are based on complex value chains, the operator needed to smoothly incorporate partners’ products into its own product catalog
- Enable cooperation with local and cross-country partners
- Increase the precision of order capturing and delivery processes, while significantly reducing their cost
- Eliminate the gap between the design of the commercial system and the technical processes required to implement it

THE IMPLEMENTED PRODUCT

The system architecture is centered on two elements, which drive all processes: Comarch Product Catalog is a central source of product and offer other information. Comarch Next Generation Service Fulfillment increases service delivery automation, thanks to decomposing the services in its service catalog.

THE RESULT

Efficiency gains in the overall order to delivery process (B2B market): 87% to 91% overall reduction of human time required for order to delivery processes.

Automation gains in B2B broadband service orders
Full (100%) automation in service order handling (order fulfillment)

- Removal of manual work in service order handling
- Entire catalog-driven order decomposition and orchestration

Common IT operations thanks to a single multi-country system instance

- Single consolidated BSS/OSS system (from CRM to fulfillment)
- Supporting the delivery of the same products through different networks
To improve offer management, shorten time to market and enable new services to be built quickly and easily, Comarch proposed an approach leading to increased service reusability and automation of product management processes.
THE BUSINESS NEED

Decreasing revenue due to increasing competition and additional EU regulatory measures puts huge pressure on operational costs and process efficiency. At the same time, Vodafone’s strategy to increase its corporate and enterprise customer market share places even more strain on operational teams, who must already face the strong demands of enterprise customers in terms of individual SLAs and customer-specific monitoring. To cope with all of the above and to provide a competitive advantage in the enterprise customer segment, Vodafone decided to start their “Next Generation Service Assurance” OSS consolidation and transition program.

THE CHALLENGE

- A vast amount of different, technology-oriented tools
- High license and maintenance costs, expensive and time consuming OSS integration
- The need to efficiently manage increasing service complexity (fixed/mobile/IT convergence)
- Increasing pressure on time to market and agility
- Limited capabilities for further automation (functional gaps and complex OSS architecture)
- Missing support for operations to evolve from network to service and customer-centric management

THE IMPLEMENTED PRODUCT

Comarch’s service model-driven Next Generation Service Assurance (NGSA) product provides the OSS capabilities needed to cope with enterprise customer demands and enables advanced customer and service management. In addition, rich capabilities to automate processes ensure increased operational efficiency and cost reductions.

THE RESULT

- Replacement of three existing fault and service management systems (monitoring more than 750,000 NEs) leading to a reduction of 47% CAPEX and 68% OPEX, plus >30% cost savings for future OSS integrations
- Fully integrated customer, service and resource monitoring for all network domains, enabling Vodafone to shift from resource-centric fault management towards customer-centric service assurance
- Proactive monitoring of corporate customer services based on automated service and customer impact analysis (initial service model incl. more than 200 services and more than 150 top corporate customers)
- Shorter problem resolution times and increased operational efficiency thanks to advanced alarm reduction and correlation and automation of manual processes of NOC and SOC teams
- Improved service quality and customer experience thanks to proactive monitoring of service performance KPIs based on integrated service quality management
- The NGSA system has proven to be scalable and a centralized platform that currently supports multiple Vodafone operators

NEXT GENERATION SERVICE ASSURANCE (NGSA) IMPROVES CORPORATE CUSTOMER SATISFACTION
VODAFONE (GERMANY)
With their modern and innovative OSS portfolio, Comarch has repeatedly demonstrated strong and reliable business partnering with Vodafone. Comarch has provided high quality COTS products, coupled with their impeccable services to implement solutions on time and within budget, adapting swiftly to new business requirements arising during and after implementation. Considering factors such as time to market, quality to market, attentive customer focus, agility, value and innovation, Comarch is a partner who invariably ticks all of the boxes.

Shane Gaffney
Director of OSS, Central Europe
Vodafone
OPTIMIZING FIELD SERVICE MANAGEMENT FOR BETTER CUSTOMER EXPERIENCE
VIASAT (USA)

THE BUSINESS NEED

Thanks to the acquisition of WildBlue Communications, ViaSat has become an important player in the satellite Internet market in the United States, delivering its services to places that other technologies cannot reach. The rapidly increasing number of new customers has raised new challenges in mobile workforce organization and efficiencies. As a result, ViaSat was looking for a system that would help the company satisfy customer expectations for excellent service and meet increased demand for broadband services.

THE CHALLENGE

- Efficiently manage broadband services delivered over a large territory (across the United States), with many sales and fulfillment partners
- Optimize resource use planning and increase management tool flexibility
- Centrally manage work orders dispatched to different providers, including fulfillment partners and self-installing dealers
- Prioritize work orders and assess fulfillment providers smartly, and automate processes that clear executed tasks
- Determine during the first call how much time is required to install or repair customer equipment, and dispatch field work orders promptly, without manual intervention
- Gain insight into real-time information on work order status, and monitor key performance indicators (KPIs) for the company’s services, and the performance of its fulfillment providers

THE IMPLEMENTED PRODUCT

Comarch Field Service Management is a comprehensive product that ensures automated management of technical staff in the field, in accordance with availability of resources, and provides complete support for technicians, including mobile access to the system. The system enables reduction in the amount of paperwork and better accuracy of scheduling customer visits, as well as lower costs thanks to optimized routing. Fulfillment partner management, with a reporting functionality, ensures centralized management of work orders dispatched to different subcontractors, such as sales and fulfillment partners, and enables their performance to be monitored.

THE RESULT

- Faster scheduling of customer appointments and execution of escalation procedures
- Increased number of work orders executed daily, enabling new customers to enjoy ViaSat's services more quickly
- Full control over work order fulfillment – starting from the creation of a work order with a defined execution time, through dispatching, execution and closure of work orders
- Improved productivity of dispatchers' and technicians' thanks to an automated process of scheduling and processing work orders
- Efficient allocation of technicians and dispatchers based on their availability and skills
- Support for technicians in the field, with mobile access to detailed task lists and the option to report task completion
- Full control over field workforce performance thanks to automated reporting schedules and distribution enabling rapid analysis of field situations

GO TO TABLE OF CONTENTS
Comarch Field Service Management enabled ViaSat to automate order and resource management processes, which has enabled us to provide an excellent customer experience in fulfilling customer orders.

Brian Crouthers
Director of Field Operations
ViaSat Inc.
IMPROVING THE EFFICIENCY OF NETWORK PLANNING ACROSS FIVE COUNTRIES IN LATIN AMERICA

TELEFÓNICA (ARGENTINA, BRAZIL, CHILE, COLOMBIA, PERU)

THE BUSINESS NEED

In recent years, Telefónica has seen exponential traffic growth in transport networks, with the associated increase in network and operations investments and complexity. In order to overcome this challenge, Telefónica launched its new Transport Optimization Program, with the main goals of optimizing the current network and ensuring efficient future growth. The company chose Comarch as a trusted partner in their OSS transformation.

THE CHALLENGE

- Minimalize the discrepancies between data in the systems and in the live network. The company’s multi-vendor and multi-technology network infrastructure in South America is managed with a multitude of legacy systems
- Shorten time to market for new network resource deployments
- Enhance data synchronization with the network in a simple and effective environment
- Accelerate network planning processes
- Reduce the cost of creating and operating the transport network

THE IMPLEMENTED PRODUCT

Comarch was recommended as the system supplier by Telefónica’s Global Headquarters, with the goal of delivering the project in five countries in South America. The framework-based system delivered by Comarch responded to the needs of Telefónica’s multi-vendor and multi-technology environment and was composed of four connected modules: Next Generation Network Planning, Network Inventory, Configuration Management and Auto-discovery & Reconciliation.

EXPECTED RESULTS

- Cost savings in transport network creation and operation
- Synergy in purchasing new resources from suppliers, thanks to the deployment of global planning processes
- Simplification of planning processes and tools
- Shorter time to market and automation of new network resource deployments
- Better utilization of the currently deployed network resources
- Simplification of the IT environment in five Telefónica subsidiaries

GO TO TABLE OF CONTENTS
As part of Telefónica’s strategy, our network and operation support systems play a crucial role as enablers of the services we provide to our clients. Implementing Comarch Next Generation Network Planning is a major step towards improving the efficiency of network planning and optimization processes in our subsidiaries in Latin America. Comarch was chosen as it has already proven to be a trusted partner of the Telefónica Group in Europe, and shown a great degree of flexibility in meeting our needs. The current implementation will provide an integration platform for a best of breed OSS solution, unified and reused across the group.

José González Díaz
Director of Transformation & OSS, Global CTO
Telefónica
EFFICIENT DELIVERY OF GLOBAL NFV-BASED NETWORK SERVICES FOR ENTERPRISES ALL OVER THE WORLD
ngenex, THE NEXT GENERATION ENTERPRISE NETWORK ALLIANCE

The Next Generation Enterprise Network Alliance (ngenex), based on the principle of sharing network assets between partners globally, was formed by leading international telecommunications service providers with the aim of ensuring global hybrid VPN services for their multinational customers. The services are based on a virtualized infrastructure (NFV/SDN networks), being at the same time highly standardized and uniform among all ngenex members, thus ensuring a consistent service experience.

The Alliance was looking for high-performance and flexible systems in order to support and unify BSS/OSS processes across member companies. For ngenex, one system combining billing, CRM, self-service, order management, fault management, service fulfillment and assurance was required.

To achieve its goal, ngenex needed a comprehensive system that would enable the sale and delivery of services within less than 12 months from the project start.

The company needed a trusted BSS/OSS provider that would not only be able to adjust the system to ngenex’s sophisticated needs, but also to act as a partner and complete the implementation on time.

As a brand new venture based on a new business model, the Alliance required a greenfield approach that would best utilize the wide range of possibilities, a challenge that Comarch was happy to take up.

The chosen system is based on a catalog-driven approach, with the fulfillment, assurance and billing processes steered by rules defined in the common product/service catalog and service inventory, spanning all the layers (customers, products, services and resources). The implemented Comarch BSS/OSS platform consists of the following modules: CRM for Telecoms, Self-service Portals, Customer Order Management, Convergent Billing, ITSM Service Desk, Performance Management, Service Fulfillment, Service Assurance.

Efficient and timely delivery of global VPN services for enterprises all over the world
Support for all of ngenex’s key processes, such as sales, customer and partner management, service assurance, and network inventory management
Shorter time to market for enterprise services and the simplification of processes related to global provisioning – resulting in an improved competitive position for ngenex’s partners
Considering the comprehensiveness of the solution and its complexity, as well as our ambitious timeframes, we were looking for an experienced and reliable BSS/OSS provider. Comarch has cooperated with various large telco operators, including the Deutsche Telekom group, on various projects over the past 10 years, and the trust earned in these relationships was an important factor behind choosing them to be a partner in this strategically important project. Comarch has demonstrated an understanding of our demands, and we engaged in truly collaborative solution development. Their dynamic approach and their ability to listen to our technical and business needs, as well as to adjust the development to best support our goals, convinces us we made the right decision.

Dr. Marcus Hacke
Founder & Managing Director
ngena GmbH
## IT PRODUCTS TO HELP YOU SOLVE BUSINESS CHALLENGES

### PROVIDING ENTERPRISE SERVICES GLOBALLY

- Enterprise Product Catalog
- Digital Billing and Revenue Management
- Partner Management
- Wholesale Billing
- Global Network Operations Center

### DIGITIZING ENTERPRISE CUSTOMERS

- Enterprise Billing, Charging & Revenue Management
- B2B Self-enablement Platform
- B2B Sales & Ordering

### ENHANCING DIGITAL CUSTOMER JOURNEYS

- Digital Sales & Customer Care
- Real-time Data Control & Presentation
- Campaign Management
- Loyalty Management
- Business Intelligence

### 5G NETWORK OPERATIONS

- Zero-touch Network Provisioning
- Real-time OSS – SDN/NFV Orchestration
- Self-Organizing Network
- Real-time Network Inventory Management
- Intelligent Assurance & Analytics

### RESOURCE MANAGEMENT

- Real-time Network Inventory Management
- Network Planning & Design
- Network Auto-discovery & Reconciliation
- Network Configuration Management
- Network Consolidation for M&A
INTELLIGENT ASSURANCE & ANALYTICS

- Integrated Assurance
- AI Control Desk
- Customer Experience Management
- Service Quality Management
- Service Monitoring

SERVICE DESIGN & FULFILLMENT

- Service Catalog
- Service Inventory
- Service Fulfillment & Orchestration
- Field Service Management

IOT CONNECT

- IoT Solution Management
- IoT Connectivity Management
- IoT Analytics Platform
- IoT Billing

IOT ECOSYSTEM

- IoT Connect
- Smart Parking
- Smart Lighting
- Smart Metering
- Mobile Healthcare for Telecoms

CLOUD & SECURITY

- Cloud Data Storage & Backup
- Cloud Infraspace
- Multi-cloud Management Services
- Cyber Security
- Cloud Subscription Billing

PROFESSIONAL SERVICES

- Business Consulting
- Managed Services
- BSS/OSS Transformations
- Cloud Transformation
- End to end Project Delivery
TRUSTED BY TELECOMS WORLDWIDE
ABOUT COMARCH

Since 1993, Comarch’s specialist telco solutions 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 solutions 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 telco solutions customers include Telefónica, Deutsche Telekom, Vodafone, KPN and Orange.

Copyright © Comarch 2019. All Rights Reserved.