



EUROPE'S LEADING TELECOM OPERATOR PARTNERS WITH HCL TO STAY AHEAD OF THE COMPETITION



CUSTOMER DESCRIPTION

One of the largest mobile telecom operators in Belgium and a Fortune 500 company

BACKGROUND

The customer was on the lookout for a strategic partner who could bring down operational costs without changing the company's operating model. They expected the partner to build an agile and flexible IT infrastructure, combining the latest technology with efficient business processes, to handle several technical and business challenges they faced.

Key challenges faced by the telecom operator were:

- SLAs for identified KPIs not being reached
- Projects not being completed on time
- Increasing backlog of trouble tickets
- Maintaining low OPEX

CUSTOMER OBJECTIVES

- Outcomes 100% CSAT Score
- Engineering and Operations Services
- 100% Network Trouble Ticket (NTT)
- SLA 99.80 % Call Completion Ratio (CCR)
- 99.78% Network Availability
- 99.6% Work order SLA
- 96.88% Trouble Ticket SLA

ENGAGEMENT MANDATES

Customer business objective was to identify a partner who would enable them to overcome industry challenges and help them stay ahead of competition.

They were looking for:

- 2G, 3G on R4/R99 network supporting core switching, GPRS, mobile TV
- 24x7 Network support and operations management
- Network Design & Network migrations for 3G core/IP/ network
- 6000+ VC12 on SDH Backbone N/w on approx. 200 SDH/ PDH boxes
- More than 12 TB daily volume transfer on IP Network
- GSM Switching, Fixed network , Transmission (SDH), Transmissions (ATM), LAN / WAN, Firewall / Demilitarized Zone
 - Operations - 24x7, Projects – 8x5
 - Performance and Capacity Management
- Scale of Deployment –Platforms Supported

THE SOLUTION

HCL provided value in a number of areas which included project management and consultancy, vendor and customer coordination, engineering and business continuity support.

HCL Services included:

- 3G/2G ready network operations for core and access platforms
- 24/7 network operation for core, data and network support
- Network design and network migrations for 3G core/IP/network
- Managing core IP, Mobile & packet core network
- Performance and capacity management of core network
- Network transformations for Radio-Single core RAN, Core-R99 to R4, ATM-IP

HCL DIFFERENTIATOR

- Enabling client to leverage global sourcing capabilities through co-sourcing, Experience of transitioning similar environments
- Successful Ramp up surpassing client expectations
- Process knowledge and consultancy on client operations and Engineering
- Cross pollination of best practices-Practice Think Tanks
- Significant and diverse talent pool, ITIL processes, Tools expertise
- Methodologies Followed – Robust Offshore Transition , Standard Project Management, Continual Process Improvement

BUSINESS BENEFITS

- Sustainable growth achieved by reducing costs and seamlessly handling operations from remote locations.
- Increased market share due to HCL's fast speed-to-market delivery of new technologies.
- Flexibility and transparency were achieved by outsourcing their entire core/backbone network operations to HCL, a services organization, instead of an OEM.
- Innovation and increased revenues attained through enabling the customer to be the first to migrate from 2G to 3G.
- Customer Experience/ satisfaction ensured through maintaining high network availability and quality during all operations.
- Improved productivity by providing specialists and trained staff to ensure that customer had the correct skill set for new technologies, especially during major network changes.
- Increased efficiency through consolidating operations for GSM, transmission including MPLS, LAN / WAN, security and much more using a vendor agnostic approach.

KEY HIGHLIGHT

HCL partnered with the customer to help them become the first Belgium mobile operator to roll out 3G services in Belgium.

HARDWARE PLATFORMS SUPPORTED

Nokia MSS / MGW, Alcatel Lucent DCP 7580, Netact, M2000, HSS-ATCA, Siemens D900, Siemens STP(His700), Nokia HLRI-IP (One NDS), Alcatel E10, Alcatel NGIN, Cisco Core MPLS, Alcatel MPLS, ATM, Nokia



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