
Checklist understanding your current OSS situation and challenges

Facing the risk of major outage, the constant need for more bandwidth and higher network availability demands for an adequate Operational Support System (OSS). This overview helps you to understand your current OSS situation and the related business impact.

Let's start with a few simple questions:

- Do you have consistent and clean network data?
 - Are your network processes efficient?
 - Do you know where you have bottlenecks in your network?
 - Do you know the value of all your network assets?
-



Are you in control of your network system?

Not in control

You have multiple scattered data sources, like excel and home grown inventory tools which are not synchronized with the live networks. This results in data pollution. Data correctness < 70%

No relation captured between network platforms. Offnet connections (leased connections from other operators) are managed in excel sheets. Geographical data and active network data in different systems, without synchronization

No asset control. No integration between financial asset system and network inventory and active networks

E-mail is used to manage network processes, no clear end to end processes secured in the company. SLA's are frequently not met.

No single naming convention in place.

Difficulties in performing impact analysis on faults in the network and planned works.

Partially in control

Purchased solutions, but not integrated, not efficient. Data correctness < 90%

Network relations are captured but in multiple different systems/excel files. Off-net connections are managed in a tool, but no invoice check is done and no good relations between off- net and on-net. Geographical data and active network data in different systems but integrated.

Assets tracked via serial numbers, but not for all networks. Partly integration between financial asset system and network inventory

Enterprise workflow in place but not really suitable for network operations processes. Some SLA's are not met. Some big escalations.

Single naming convention in place, but not always followed.

Impact analysis is being done through systems but not fully automated.

In control

One single source of truth integrated with the live networks using discovery & reconciliation. Data correctness 95%+

Leased line invoices from other operators are automatically synchronized with your leased line inventory. End to end network visibility. Geographical and physical and logical network data in single system

All network assets tracked, financial assets system integrated with network inventory and active networks.

Centralized workflow system for service delivery (orders) and fault handling (Trouble Tickets). SLAs are often met, no real issues.

Standard naming convention in place and followed.

Automated Impact analysis is being done. Fully integrated BSS/OSS.



Business impact

You have multiple scattered data sources, like excel and home grown inventory tools.

No integration between OSS and NMS/EMS/NEs

No integration between OSS and BSS systems.

Lots of data pollution. Data correctness < 70%

No relation captured between one network platform and other network platforms.

E-mail is used to manage network processes

No asset control. No integration between financial asset system, network inventory and active networks.

Equipment and leased line Vendors are managing your organization instead of other way around.

SLA's are frequently not met

SLA's are frequently not met

Geographical data and active network data in different systems , without synchronization.

Difficulties in performing impact analysis.

Business impact when Not in control

- Long service delivery lead-times
- Long fault handling lead-times
- Inefficient planning due to tedious processes
- SLA and contract violations
- High CAPEX costs
- High OPEX costs
- Unexpected and expensive outages

- Loss of assets
- No correct total network asset value - Inefficient processes
- High CAPEX
- High OPEX

- Expensive vendor contracts
- Incorrect vendor invoices
- Inefficient processes
- High leased line OPEX costs - High CAPEX
- High OPEX

- Lower customer satisfaction
- High churn rate
- Revenue loss

- Communication issues between internal and external teams
- Data relation issues
- System integration issues
- Data pollution which causes longer lead-times in Service Delivery and Fault Handling.
- No automated and correct impact analysis

- No or incorrect informing of customers
- Lower customer satisfaction
- High churn rate
- Revenue loss

Business impact when In control

- Optimized Service Delivery lead- times
- Optimized Fault Handling lead- times
- Efficient planning due to smooth processes
- no SLA and contract violations
- Lower CAPEX costs
- Lower OPEX costs
- Less unexpected and expensive outages

- Accurate overview of assets
- Total network asset value directly available at all times
- Efficient processes, smooth operations
- Lower CAPEX costs
- Lower OPEX costs

- Correct vendor contracts and invoices
- Efficient processes
- Lower CAPEX costs
- Lower OPEX costs

- Higher customer satisfaction
- Lower churn rate
- Revenue secured

- Effective Communication between internal and external teams
- Reliable data and integrity
- System integration with system acting as one solution
- Reliable data which & correct impact analysis resulting in shorter lead-times in service delivery and fault handling.

- Correct informing of customers
- Higher customer satisfaction
- Lower churn rate
- Revenue secured.



How to formulate your OSS network planning and inventory requirements

- Does the solution provide:
 - One single truth for all physical, logical resources and services?
 - Clear view of live network assets, its utilization and configuration?
 - Automatic discovery and synchronization of live network?
 - Automatic provisioning / activation of services?
 - Single point of failure calculation?
 - Automatic planned work impact analysis?
 - Fault impact analysis?
 - Support for smart sales? (sell close to network)
 - Plan new network build just ahead of demand curve, improve capacity planning?
 - Quicker time to repair?
 - Embedded workflow to optimize processes?
 - Embedded Trouble Ticket Management for optimized Fault Handling processes
 - Vendor management, manage KPI's and improved SLAs?
 - Linked to BSS/ OSS systems?
 - Reduce double keying and data pollution?
 - Support efficient day-to-day network operations?
-



About VC4

VC4 offers best class network planning, inventory & asset management systems with a comprehensive and integrated network inventory consulting service. The inventory & management system (IMS) from VC4, is a powerful multi-user application that offers fast and user friendly facilities for registering and managing a wide range of telecommunication networks and platforms including asset management. It is a proven solution in telecom networks with over 20 references worldwide, including international telecom operators BT, Orange and T-Mobile. IMS has a strong off-the-shelf offering, thus reducing the TCO by lowering customization costs and future OPEX. With its years of experience, we recognize the issues operators are facing running the networks.

VC4 contact

Peter van Hartingsveld
Business Development Manager

 [petervanhartingsveld](#)

 peter.van.hartingsveld@vc4.com



The shortest time to result in OSS.
That's a promise we deliver.