

Amdocs Network Performance Assurance



In a highly competitive environment, where mobile network operators (MNOs) are both deploying 5G and expanding their LTE networks, they also face the challenge of re-strategizing their build and maintenance processes while controlling costs and maintaining network performance. To address this, they're looking for ways to provide consistent and continuous NOC support to field operations at a fixed price.

Amdocs Network Performance Assurance was designed for tier-1 operators and any vendor involved in network operations, maintenance and deployment, as a comprehensive customizable service to address these challenges.

How does it work?

The service leverages the expertise of Amdocs engineers across the globe, together with the power of innovative tools such as Amdocs Network Workflow Management and Amdocs Network Performance Management. We monitor every step of the 4G and 5G integration process, starting from the very first site visit, up to the end of the stabilization period after the new layer's launch, while placing continual focus on the automated processes that guarantee accuracy, efficiency and scalability. These include:

- Site health-check: performed prior to any site visit, as well as prior to releasing the crew to ensure no malfunctions have occurred
- Post-integration audit: full parameter audit, including hardware and software parameters for the new carrier (i.e. validation of key factors such as alarms, VSWR, RSSI/RTWP)
- Performance assurance: sophisticated comparison of cell performance following any site visit and after cell launch to assure good performance
- Site stabilization: performance monitoring and optimizing site performance with parameter changes
- Post-launch KPI monitoring: KPI monitoring of newly-launched carrier on hourly/daily basis
- Network rollout analytics: identifies where gaps exist with the general contractor (GC), providing top and bottom performer scorecards, as well as ensuring better quality from GCs and minimizing customer impact

A quality, holistic approach

With our customer-centric, result-oriented approach, Amdocs oversees and guarantees uninterrupted performance of MNO networks across 20 different markets.

Fixed cost per-site

With around-the-clock support, Amdocs ensures planned work is completed within agreed timeframes. This is achieved by leveraging our core competencies, including automated operations and software-driven support, which enables adaptability of scalable operational activities.

Once the MNO or vendor commits to a predetermined volume, we provide a pricing structure that enables accurate capital expenditure planning and forecasting. Based on a "fixed cost per site" model, our highly skilled engineers track, monitor and support on-site activities, and guarantee they are fault-free.

In contrast to most solutions on the market, which rely on less efficient modes of communications, our 24/7 war room support provides MNOs with significant added value, enabling their field crews to rapidly log in to sites, and providing full control over multiple access options (e.g. mobile app, SMS).

Utilizing Amdocs Network Workflow Management, and Amdocs Network Performance Management

Amdocs Network Workflow Management tracks all activity-related information throughout every stage of the process to ensure the quality of work meets the customer's expectations. This enables network operators, contract construction and integration parties to work together with Amdocs engineers with complete transparency (e.g. vendor management, which breaks down the process into clear steps and generates up-to-date insights into the progress of each ticket/activity). The platform also provides measured performance analytics on the teams implementing the upgrades, identifies process issues and quantifies the impact on the customer from these activities.

Meanwhile, Amdocs Network Performance Management monitors the network in an accurate and efficient manner, providing a clear view of network performance, while interconnecting with other tools to provide automated reports. Working in combination with Amdocs Network Workflow Management as a data source, it enables the identification of all possible degraded cells in a timely manner. In addition, with its ability to report 5G KPIs, it provides the engineering team with visibility of the performance of new integrated 5G cells.

Driven by automation

Automation-driven processes ensure parameter configurations and site performance maintenance is performed according to the customer's standards. Parameter auditing is an automated activity, performed using a combination of Amdocs Network Workflow Management and other integrated tools, thereby providing accurate parameter configurations based on market checklists/golden standards. Meanwhile, other automated activities such as site health checks or monitoring for possible degraded performance continue in the background to minimize the possibility of faults or misses.

Key business benefits

- **Cost savings:** increased overall operational efficiency by reducing engineering resources; cost reduction up to 60% compared to traditional operator staffing-based war room operations; up to 50% reduction in re-visits for troubleshooting due to efficient issue tracking
- **Network performance improvement:** enhanced KPI performance in crucial areas, including availability, traffic, throughput, drop call rate, access failure rate and leakage

60% Reduced cost compared to war room operations

50% Reduction of site re-visits for issue resolution

30% Average improvement in availability

Why Amdocs

Amdocs has a proven track record supporting projects throughout all phases of network rollout and acceptance – including but not limited to RAN, transport and core design, provisioning and troubleshooting services, pre/post launch optimization, provisioning, triage and so on – for multi-vendor, multi-technology heterogeneous networks.

With an experienced network provisioning team staffed by professionals in the area of transport and core, as well as advanced troubleshooting (ATS) engineers, our strength lies in adapting to our customers' needs and requirements, while orchestrating various support teams/vendors to ensure timely delivery.

As a preferred vendor for Tier-1 and Tier-2 service providers across the globe, our vast complex configurations integration experience and holistic approach to network management ensures you deliver faster, within budget and with the highest levels of quality.

Partner with us to benefit from our proven tools, processes and time-tested methods, as well as customized services for all major network equipment providers and technologies, so you can be confident in your ability to meet your customer experience goals.

For more information on our deployment services, visit [Amdocs Mobile Network Services](#).