

Network Development: The Building of a City

The network is like a city. New modern buildings, sit alongside historic structures, all reflecting the rich journey they have taken as the landscape has grown and society has changed. These various buildings must interconnect and learn to work harmoniously, as knocking down and starting again is not financially viable.

The complexities of managing this 'network city' for the CSP is vast. And as more technologies, services and network enabled devices are added, the complicated environment will only get worse. Having a city-wide view and management platform is essential for future development.

Creating a Networked City

Like a city, a network needs services and other components to work together to deliver modern-day experiences for its citizens. Poor service enables customers to look for other options; thus, delivery of quality network services is essential to retain customers.

Negative customer experiences remain a key concern for CSPs – and it's not just a front office problem. Without a robust OSS platform that can manage and evolve with the ever-changing network and all its components, design, provisioning and operational support and assurance will continue to suffer and in the end, the customers will feel this impact.

The reality of delivering a platform to manage the network is challenging and very costly due to the sheer scale of technology and skills needed by CSP IT departments. Then there's the 'ship everything offshore' approach which introduces a plethora of other issues. This is a huge issue for all CSPs. Most CSPs have several OSS systems, all working in different ways, supporting different technologies that engineers and operational staff must swivel-chair back and forth to design, deliver and support customer services. CSPs spend millions of dollars each year having to maintain and support these monolithic silo'd systems.

Abstract and Virtualize your Network OSS

A proven approach to implementing a modern OSS that supports today's technologies is adopting a federated and virtualized approach. Federating the silo'd systems together into the single-platform creates numerous



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efficiencies and benefits – including faster design and provisioning, improved customer service and better service assurance and operations capabilities.

If CSPs truly embrace digitalization, the rewards and benefits will be huge. This does not need to be achieved by gutting and replacing your entire OSS infrastructure and starting again – which for many is unrealistic in time and expense. We recently federated a Tier 1 CSPs entire transport network from a 30-year-old mainframe system...and they very much appreciate the solution we delivered to them. Want a peak at the solution, let me know.

DonRiver Fusion enables CSPs to federate and abstract data from multiple OSS systems and present it in a single user interface. If you're interested in seeing a demo or interested in DonRiver conducting a prototype for you, let me know...you'll be glad you did.

Professional Insight: John McVey.