

Case Study

Optima Operations Management

Case Study - Efficient Service Production with Optima

The company - Mitec Group

The Mitec Group has 12 years of experience in the area of voice network management. The Group has a proven track record from supplying scalable management solutions for Voice Managed Services.

The Challenge

An increasing number of enterprises decide to buy managed services or completely or partly outsource the voice infrastructure and IT responsibility. The customers are today far more exposed to a complex voice/data infrastructure.

Following this, an increasing number of customers are getting increasingly conscious about service quality and require better and measurable service level agreements. Service quality is more and more an actual measurable parameter. Consequently the price of service agreement will depend upon both agreed and supplied quality of service. The Challenge is to compose a good service offering at a reasonable price. To achieve this it is crucial to industrialize the production of services.

Operations Management

Today, services are to a great extent executed manually. Many of these service tasks are repetitive, time consuming and tedious. In addition, the service tasks are of such a nature that competence and experience is required to perform the actual service. As a consequence, skilled technicians are designated to perform relatively basic work. In many cases this turns out to be expensive and wrong deployment of valuable resources.

Experience shows that an average service task takes up to 20 minutes to perform. This is because different persons execute the various tasks at different times with varying routines. Additionally critical information such as equipment passwords, inventory data and traffic analysis data are stored on different places, making it difficult to administer efficiently. In addition the human factor may lead to nonfulfilment of obligations defined in service contract, i.e. password changes, back-ups etc. Once a service task has been defined, Optima will ensure that the task is properly executed at the agreed time.

Centralised and streamlined production

As a result of long experience from service production in the European Managed Services market, the Mitec Group has developed a framework to cater for automation of time-consuming service tasks. The target is to reduce the amount of manually executed service tasks to a minimum at the same time as releasing knowledge and resources for more complex and revenue generating tasks.

The powerful Optima Framework is an engine, which allows multiple executions of different service tasks without human intervention other than initial configuration. Optima is normally placed in the Network Operations Centre (NOC) for centralised configuration, execution and administration of customer data from different sources. Optima therefore enables efficient data sharing with other 3rd party solutions for further processing.

One common source for information

With the centralised Optima for all data capture and storage, both technicians and sales personnel have one common source for information about customer premises equipment. With all customer data in one place, the administration of and access to vital information will be made significantly easier.

Additionally information can easily be shared with other 3rd party solutions to further enhance value of existing data.

The robust Optima Framework enables automation of service tasks on different equipment types. The flexible Plug-in solution also facilitates definition of new plugins.

Fast ROI

Optima enables automated execution of repetitive service tasks without human intervention except than the initial configuration of the task. Optima can run one or multiple service tasks, e.g. during hours with low traffic. Consequently, the more you utilise Optima the quicker you will achieve a ROI. Taken into account that a service task may take 20 minutes to perform, Optima will provide the same service within a fraction of time.

Case example

Assumptions

| | |
|---|-----------------|
| Service task to be performed: | Password change |
| 50 remote sites | |
| Manual service time per site: | 20 minutes |
| Manual intervention per site with Optima: | 2 minutes |
| Hourly cost per technician: | EUR 55, - |

Cost for manual password change:

50 x 20 minutes = approx 16 hours x EUR 55 = EUR 917, -

Cost for automated password change:

50 x 2 minutes = 1,6 hours x EUR 55 = EUR 92, -

Saving per operation = EUR 825, -

Saving per year (x12) = EUR 9.900, -

Optima key features

WEB based configuration and administration

- Optima offers an intuitive GUI for easy configuration of new single or multiple service task executions

Flexible Plug-in architecture

- The flexible Plug-in architecture enables fast and easy add-on of new service task plug-ins.

Scalable and module based

- Optima can run with either one or multiple plug-ins. The solution is designed for scalability and grows with your requirements.

Easy scheduling of multiple tasks

- Optima allows the user to define concurrent service task execution on different customers.

Integrated reporting and email notification in case of errors

- Optima facilitates a sophisticated report manager which displays all pending service tasks as well as any unsuccessful attempts. In case of errors Optima may forward an email notification.

Key benefits

- Optima increases efficiency through automated services
- Significant reduction of manual operations
- Releases manpower for other revenue generating tasks
- Framework for new value-added Services
- Increase revenue through improved service level
- Fast ROI

For further information please contact Mitec Group at

www.mitecgroup.com

Tel: +47 21 60 56 70

Email: info@mitecgroup.com