



Technology audit tackles unforeseen difficulties of next generation network rollout in Asia Pac

Operators are turning to next-generation networks (NGN) in order to deliver new services efficiently, enable operational improvements, and manage spiraling costs arising from a lack of spare parts and support for legacy networks. However, the complexity of NGN requirements has to be thoroughly understood in order to avoid under-delivery and costly re-work cycles.

Challenge

An established fixed line operator embarked upon a public switched telephone network (PSTN) replacement programme with NGN access gateways and softswitches.

The network was, however, not performing to the level of service expected.

Customer complaints and difficulty providing end-to-end fault management led the operator to commission a wide-ranging assessment in order to ensure the soundness of the NGN deployment.

Solution

The operator wanted the assessment to be vendor-independent and for the advisor to have practical NGN experience.

BT was chosen for the project. BT addressed the following domains; core and access network equipment and associated planning and design activity, systems and processes, change management, economic cost/benefit.

The assessment identified some quick-fix technical solutions but also examined underlying causes in organisation and programme design, and recommended solutions. In this case, the complexity of the programme had been underestimated while the capability to manage change had been overestimated.

Benefit

The client received an objective, comprehensive and constructive report and presentation on what went wrong, and a clear set of recommendations to address the symptoms and underlying causes.

A comprehensive set of measures to help assure the programme's success and de-risk the considerable investments being made in this critical programme were developed and the client is now using these recommendations to bring stability to the network, improve the organisation and plan for the remaining migrations without experiencing the previous problems.

Offices worldwide

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