

Use Case:

Corporate IP/MPLS Service and Fiber Site Optimization

With Network Management and Service Assurance

Problem Statement:

For a telecom operator serving corporate customers, IP/MPLS network management fell short of the efficiency and service quality the business required.

Billing discrepancies arose from mismatches between sold and installed bandwidth, while incompatibilities affecting SLA adherence led to avoidable penalties for service malfunctions. Configuration errors and redundancy issues affected uptime, and manual oversight in service setup, support, and cancellations resulted in delays and increased operational costs.

Solution Overview:

The operator implemented TechNarts' IP Address Management Tool, which streamlined IP/MPLS network operations through automation and improved reporting.

- **Configuration & Redundancy Monitoring:** Periodic controls of configurations that can affect service continuity, along with allocation of redundancy problems.
- **Bandwidth Discrepancy Detection:** Detection of differences between sold and installed bandwidth in the field.
- **Service Circuit Matching:** Matching service circuit number/IMT ID definitions with the operator's Configuration Management Database and on-site records.
- **Process Automation:** Improved service setup, support, and cancellation processes through wider dissemination of automation (NPT), reducing manual operations.

About TechNarts

TechNarts is a leading **OSS provider** with deep expertise in telecom software **since 2007**. Through its **NART OSS Suite** product family, it delivers modular, future-proof solutions for **Resource Management, Network Assurance and Network Fulfillment & Orchestration**. Its systems align with **TM Forum's ODA and Open APIs**, helping operators boost service reliability, optimize resources, and accelerate digital transformation.

Result:

The operator achieved a more reliable, transparent, and efficient IP/MPLS service environment for its corporate customers.

- **Enhanced Network Reliability:** Fixing redundancy and configuration problems led to reduced customer complaints.
- **Faster Service Cancellations:** Automation shortened service cancellation times, freeing resources for strategic tasks.
- **Increased Operational Efficiency:** Widespread automation (NPT) reduced manual processes, increasing overall efficiency.
- **Improved Transparency:** Customers received timely updates on planned operations and service malfunctions, improving transparency and satisfaction.