

Cramer 4 to Cramer 6 Migration and Service Automation

Client: A leading European Network Service Provider

Location: UK

Client Description

A leading European network company offering services includes bandwidth, VPNs, high speed internet access & transit, managed hosting, communication services and media streaming.

Business Need

The Client was using Cramer 4 for managing its Network Inventory. However, service planning, provisioning and activation activities were carried out manually. This was resulting in higher operational cost and lack of transparency. To solve this problem, the Client decided to migrate to Amdocs OSS (Cramer) 6, and automate the service management activities. The Client was looking for a partner to accomplish this complex migration program within a low budget and a short period of time.

Solution Offered

BSI was supporting Client's existing Cramer 4 installation from its Offshore Service Delivery Centre for over 4 years. Success of this centre, along with BSI's Cramer expertise and partnership with Amdocs, helped BSI to win this contract in a competitive bid scenario. The Client entrusted BSI with the responsibility of complete migration and service automation activities. As part of this engagement, BSI provided following services:

- *Migration of existing devices, circuits and services:*
 - Installed Cramer 6 software on development, QA, and production boxes
 - Migrated all existing customized network inventory objects like device types, circuits, and services
- *Data Migration:*
 - Migrated legacy network inventory and service data from Cramer 4 to Cramer 6 database
 - Amdocs Global Data Load Tool (GDLT) and Oracle PL/SQL were used for this data migration activity
- *Service Design:*
 - Implemented the Route Finder configurations for SDH and DWDM circuit hierarchy
- *Service Provisioning:*
 - Designed TET for circuit re-arrangement
 - Designed TET for SDH HO Split
 - Designed TET for IP-CPE Build
- *Integration with Legacy & Third-party systems:*
 - Implemented Sync Engine adapters for Infinera, Alcatel, and Ciena devices to integrate with legacy system
 - Integrated GIS with Cramer 6

Devices, Circuits & Services Designed, Modeled & Migrated

Devices:

Ciena DWDM Terminal
 Ciena DWDM ILA
 Ciena DWDM OLA
 Alcatel DWDM Terminal
 Alcatel DWDM ILA
 Alcatel DWDM OADM
 ODF
 DDF
 Standard Rack
 Cisco Routers
 Cisco Switches
 Cisco Firewall
 Alcatel SDH ADM
 Alcatel SDM OMSN
 Ciena SDH
 Juniper Routers
 Infinera DWDM Terminal
 Infinera DWDM ILA

Circuit Types:

DWDM and SDH Mux Sections
 SDH MS Ring
 SDH HO/LO Trails
 SDH HO/LO Paths
 Ethernet Bearers
 DWDM Optical Channels
 ODF Interconnect
 OTU Trails/Paths

Services:

Ethernet Services
 VPN/IPVPN/CVPN
 Internet Access
 Duct
 Media Services
 Transit Services
 Managed Bandwidth Services

TOOLS / TECHNOLOGY

- Amdocs OSS (Cramer) suite (v 6.3) (Resource Manager, Configurator, Task Engine, Sync Engine, Route Finder modules, GDLT)
- Java, Oracle-PL/SQL
- Oracle 10g, BEA WebLogic 8.1, Adobe SVG JXplorer

Benefits to the Client

- Completed within tight timelines through a 'do-work-best-where-best-suited' approach
- BSI migration methodology ensured that all customized devices and circuits were migrated from C4 to C6 without losing any customized properties. This ensured that customization effort is not duplicated across the systems
- BSI's dual-shore methodology resulted in more than 60% savings compared to a standard onsite model generally followed for Amdocs OSS implementation and migration
- Since BSI took complete responsibility of migration, the client could focus on running the operations more efficiently

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