

Performance Optimization of Service Planning Process

Client: A leading Telecom OSS SI

Location: South America

Client Description

The Client is one of the leading telecom equipment manufacturers. The Client is also a committed provider of end-to-end telecom network solutions to the global telecommunication industry.

Business Need

The Client was involved in a Business Transformation project for one of the leading telecom service providers of South America. As a part of this program, the Client implemented Amdocs OSS solution to manage Network Inventory and automate the services. The Client was responsible for Provisioning and Activation of network of SDH, PDH and Ethernet technologies. While doing this, the Client was facing a performance related problem with Amdocs OSS Implementation. Amdocs Route Finder wizards was taking more than three hours for any circuit search involving more than 15 circuits, including topologies, which was not acceptable to the end user. The Client was looking for a partner who could take the responsibility for performance optimization of this Route Finder circuit search.

Solution Offered

The Client selected BSI as a partner for this performance optimization project because of its capability in Amdocs OSS Suite, and its expertise in working in multiple Amdocs OSS implementation programs. BSI took the complete responsibility of this performance optimization work. BSI performed following activities to improve the performance of Amdocs Route Finder circuit search function:

- Configured a new Cramer 6 development environment, and replicated production data on the new environment
- Reproduced the issue in a production environment replica, retrieved oracle trace files to generate reports displaying the time consumed by each SQL/PL/SQL statement for further analysis
- Came up with a temporary workaround by implementing a PL/SQL package to override the Amdocs OSS wizard logic
- The topology types involved were SDH MS Linear chain and SDH MS Ring

Solution Offered (Contd.)

- The workaround was designed to work only for topologies involving single interconnects. An interconnection is the conductive path required to achieve connection from one circuit element to another or to the rest of the circuit system
- For multiple interconnects, Route Finder search was made to access multiple routes of which the least expensive route was selected
- Implemented the workaround to work for multiple interconnects also for the above two topology types

TOOLS / TECHNOLOGY

- Amdocs OSS suite (V 6.3) (Route Finder module)
- Java, J2EE
- Oracle 10G, Oracle-PL/SQL
- BEA Weblogic 8.1 SP5
- Weblogic Embedded LDAP

Benefits to the Client

- BSI team took care of complete performance optimization activities. BSI's solution ensured that Route Finder Circuit searches could be completed within 3 minutes. This ensured that the Client could fulfill performance benchmark set by the end user
- BSI's expertise on Amdocs OSS database and Oracle PL/SQL ensured that the performance goal could be achieved by bypassing the Amdocs wizards
- BSI provided a low cost solution compared to the solutions offered by other vendors. This ensured that the Client did not exceed their initial budget for this performance related issue

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