

Service Automation using Amdocs OSS Suite

Client: A leading Telecom OSS SI

Location: Republic of South Africa

Client Description

The Client is a committed provider of leading-edge telecom network solutions to the telecommunications industry in Southern Africa.

Business Need

The Client was involved in a Business Transformation program for one of the leading telecom service providers of South Africa. As a part of this program, the Client was implementing Amdocs OSS solution to manage Network Inventory and support various business processes like service management. The Client needed to design different services like SDH, VPN, IP, and Ethernet. The Client was looking for a partner who could take complete responsibility of designing and developing the Amdocs OSS Task Engine templates, which were required for provisioning, suspension, resumption, and deletion of various services, to enable various models of connectivity between the multiple sites, nationally and internationally.

Solution Offered

BSI was selected as a SI partner because of its expertise in Amdocs OSS Suite, and its capability to implement Amdocs OSS Solution in a dual-shore model. BSI took the complete responsibility for this service automation work, and offered following services:

- *Analysis of Service Automation Requirements:*
 - BSI's architect and Cramer consultants worked along with end users to identify the services to be automated, and prepared a service automation strategy and implementation plan
- *Architecture & Design*
 - BSI's architecture and design team prepared the solution architecture and high level design
 - Identified the Task Engine templates required for service automation and associated customizations required for these templates
- *Service Design & Provisioning*
 - Prepared Low Level Design document for the Task Engine Templates and related customizations
 - Implemented customizations required for different services
 - Created lookup tables for binding the data between different projects in Task Engine
 - Developed common classes for bindings the templates
 - Implemented cable manager and partition manager customizations

Solution Offered (Contd.)

- Implemented CoS partitions and policies for all CoS Circuits
- *Data Migration*
 - Prepared data migration strategy for migrating legacy OSP, Transmission, MPLS, Access and Retail service objects to Cramer 6 database
 - Migrated all Network inventory data, including Cisco, Alcatel Lucent, ODF, IPTransit, ADM devices, and the links, circuits, and X-Domains associated with it

TOOLS / TECHNOLOGY

- Amdocs OSS Suite (v 6.3) (Task Engine, Cable Manager, CoS and Partition Manager modules), GDLT Tool
- Java, J2EE
- Oracle 10G, Oracle-PL/SQL
- Web Logic 8.1
- Jexplorer and Ant

Benefits to the Client

- Meeting tight timelines and budgets through a right-shore sourcing approach
- BSI's dual-shore methodology resulted in more than 60% savings, compared to a standard onsite model generally followed for Cramer implementation and migration
- BSI team took care of complete service automation activities. This helped the Client to focus on other projects of the transformation program
- Availability of skilled resources ensured that multiple services were designed and developed in parallel, which resulted in shorter implementation cycle

For more information about Blue Star Infotech:

USA	+1(408) 727 3701
UK	+44 020 8538 2710
India	+91 22 2490 1870

Email: alobalha@bsil.com

www.bsil.com