

The background of the top half of the page is a composite image. On the left, a tall telecommunications tower stands against a dark sky, illuminated with red lights. To the right, a highway is shown at night with light trails from cars, curving through a landscape. The overall scene is a mix of technology and infrastructure.

GlobalConnect

Consolidating network inventory
to gain agility and reduce OPEX



Success can create multiple data silos

GlobalConnect is a leading technology and data communication provider in Northern Europe. The company provides wholesale services to leading carriers from the Tier 1 community. Furthermore, the company also serves more than 27,000 B2B customers directly.

With its strong infrastructure built on an extensive fibre network and significant end-to-end expertise, GlobalConnect is able to offer a comprehensive service portfolio, spanning layers 1, 2 and 3, as well as internet, voice, data centre and bespoke IT outsourcing solutions.

Rapid growth and success have enabled GlobalConnect to extend both the organisation's footprint and its service portfolio to service the needs of a growing customer base. However, it has also meant that the network and operational infrastructure evolved to encompass numerous platforms with multiple data silos.

Acquisitions have strengthened the business, but have also increased this complexity. Although these silos were well documented, there was a need for an overarching, cross-platform view of the network, services and assets.

Seeking a single version of 'the truth'

Data was available, but incomplete, and much was stored in simple spreadsheets – a static resource that could not be used operationally or to support the automation of business processes.

So, GlobalConnect sought to implement a solution that would collect data sources (inputs) from the different systems and assets in place in order to obtain a single source of network inventory.

Such a view would enhance operational performance, boost agility, aid order fulfilment, and allow GlobalConnect to prepare for the next phase in its growth.

“CROSS provides a complete, consolidated view of inventory, across logical, physical, virtual and service assets. It supports ‘top down’ queries, allowing Root Cause Analysis, as well as a ‘bottoms up’ approach, enabling Service Impact Analysis, Revenue Assurance, Service Fulfilment, and Capacity Management,

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In-house or not?

Initially, GlobalConnect attempted to create its own, bespoke inventory and asset management solution, but there were insufficient resources to complete and maintain the project. As a result, the team sought a commercial partner that could supply a turnkey solution – but which could also adapt to new requirements. After an extensive evaluation process, the GlobalConnect team selected CROSS from CNI.

CROSS provides a complete, consolidated view of inventory, across logical, physical, virtual and service assets. It supports ‘top down’ queries, allowing Root Cause Analysis, as well as a ‘bottoms up’ approach, enabling Service Impact Analysis, Revenue Assurance, Service Fulfilment, and Capacity Management, among other benefits. It utilises TMF-inspired APIs, allowing rapid integration into a standards-based environment. Probes are provided to collect the necessary import of data sources from the network management systems already deployed.

A single network inventory as a foundation for business growth

CROSS was delivered to a demanding 8-month schedule, on-time and with the flexibility to accommodate shifting priorities. It offers the single source of truth that GlobalConnect sought. The team now has a single, comprehensive view of network inventory.

CROSS provides the required foundation for automation projects, helping GlobalConnect to continue expanding its network and to support continuing growth.

It also enables customisation to meet new requirements and, thanks to the close collaboration during the implementation phases, the GlobalConnect team now has the expertise to implement many future changes autonomously.

About CROSS Network Intelligence

Founded in 2014, CROSS Network Intelligence (CNI) is an international team of telecom professionals dedicated to delivering industry-leading OSS/BSS solutions. The CNI team has extensive domain and technical expertise, both from the customer and vendor side, from companies such as GE, Vodafone, Ericsson, T-Mobile, BT, Oracle, Cisco, IBM, and more. CNI is supported by a strong network of global partners.



info@cross-ni.com
www.cross-ni.com