

T-Mobile

Consolidating OSS assets to achieve efficiency goals and reduce OPEX



M&A can create a need for consolidation

Extending market share and reach through mergers and acquisitions brings numerous benefits but it can also create challenges. Not only do teams have to be integrated, but systems, processes and infrastructure needs to be consolidated, to deliver more efficient operations and ease service management.

Failure to do so can mean that expected productivity gains cannot be realized as quickly as they might have been expected.

So, when T-Mobile bought three different companies, each focused on a different market, with different product portfolios – B2B, B2C and mobile – process and operational consolidation was a clear priority.

A tangled, disparate OSS estate

The newly acquired estate included 15 separate OSS processes. Consolidating these processes, network resources and the service catalog would enable more efficient data sharing, enhance productivity and lead to a more seamless service management and delivery environment.

Without this consolidation, T-Mobile was, for example, unable to calculate the profitability of leased lines or understand resource availability to guarantee service quality.



A big advantage of CROSS is its flexibility with regard to data quality. It is possible to mix very detailed data with generic information containing no detail at all. Yet, the data works together and serves many business processes. The users greatly appreciate receiving data they need for their work, without being held back and frustrated by a rigidity typical for other systems.





What I appreciate about CROSS is that it includes up-to-date and complete information about the network. I can therefore obtain the info I need about the network availability and free capacity

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The essential nature of inventory management

While there were several consolidation projects, a common network inventory solution was recognized as critical to them all. CROSS, from CNI was selected after an extensive evaluation process.

The overall goal was to consolidate and replace the existing OSS and integrate CROSS with a new, unified Configuration Management Database (CMDB). To achieve this, more than 50,000 network locations – points of presence – needed to be accounted for. Network Management System probes that collect data from OSS resources needed to be unified, while all existing logical and physical inventory records needed to be imported to CROSS.

Realizing efficiency and securing OPEX reduction

The implementation achieved its desired goals. For example, following the migration, T-Mobile could easily identify which leased line routes to retain and which to discontinue. Moreover, by connecting the real costs of leased lines to services support by them, T-Mobile was able to determine the profitability of each and to terminate those that were either not used or which did not meet margin targets.

Overall, annual OPEX was reduced by 5%, ensuring that efficiency savings from the acquisitions could be captured.



CROSS integrates all current information about the equipment, its location and free capacity in one database. It allowed us to dramatically shorten offer preparation time for large VPN networks. We can calculate very accurately our cost of the proposed solution, and create alternatives to match the customer's budget. Preparing offers manually would not give us the same options and flexibility

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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