IMPROVE
THE EFFICIENCY
OF PLANNED
MAINTENANCE

TELENET CASE STUDY

NETWORKMINING

telenet

CUSTOMER

Telenet is the largest cable television operator in Belgium. It delivers broadband, fixed and mobile telephony and cable television to its residential customers. Telenet operates a hybrid fiber-coaxial network that passes 2,87 million homes in Flanders and Brussels. The network includes 12,000 km of fiber backbone. In addition Telenet offers services to SMEs and corporate business customers across Belgium and Luxembourg, including over fiber access networks. Telenet employs approximately 2200 people and has a turnover of 1,64 billion Euro (end 2013 figures).

THE CHALLENGE

Telenet is constantly expanding and improving its fiber network. This activity requires many interventions on the existing networks, including interruptions of existing cables and fiber optic lines. Construction activities by 3rd parties such as highway agencies also create maintenance events on the network.

Telenet's transmission operations team is responsible for assessing the impact of those maintenance events on existing customers. This assessment includes identification of the internal and external customers, understanding of the specific service impact and verification of the compliance with the SLA.

The assessment required Telenet's team to manually process information from several systems, including network management systems, proprietary databases and spreadsheets. In some cases, the assessment for a single event could take 1,5 days of engineering time. In addition the manual processing is prone to errors.

Telenet required a solution to improve the quality of its process while reducing the time required for the assessment of each event.

NETWORKMINING'S APPROACH

NetworkMining's solution to the problem involves correlation between master data from several sources, namely several transmission network management systems and Telenet's proprietary service and customer management systems. In the first step NetworkMining federated the relevant data from the various systems into its software. In order to ensure high data quality, NetworkMining's software updates the data every night. This enables changes in the master data to flow through to NetworkMining's software in near-real time.

Secondly the solution requires simulation of the impact of each event. NetworkMining deployed its incident simulation application, which enables multi-layer and multi-vendor simulation of transmission network failures. It includes simulation of the actual protection switching mechanisms deployed in the network. For each event, it provides an overview of the impacted services and customers.

OUTCOMES & BENEFITS

NetworkMining's solution accelerated the assessment of each customer impact by 50%. The solution typically saves ½ full time equivalent. Tom Ferdinand, Manager of Telenet's transmission operations team states: "NetworkMining's software greatly boosted the efficiency of Telenet's transmission operations. It also increased the quality of the support that we provide to Telenet's enterprise business unit. As a result, Telenet's was able to improve the customer experience in this very demanding market segment."
NetworkMining's solution enabled indeed Telenet's operation teams to reduce the number of errors by 75%. It also enabled Telenet to be more proactive about SLA violations. Telenet can now spot designs that violate the SLA and perform redesigns before the maintenance events happens. The overall quality of the network is therefore improved.