

Amdocs Triage and SLA Management



Site construction, integration, launch and monitoring present significant challenges for communications service providers, who in the face of growing consumer demands, need to adapt to continually changing network expectations. An additional challenge is in ensuring each phase of these activities is performed effectively – requiring management, control and troubleshooting processes to be put in place.

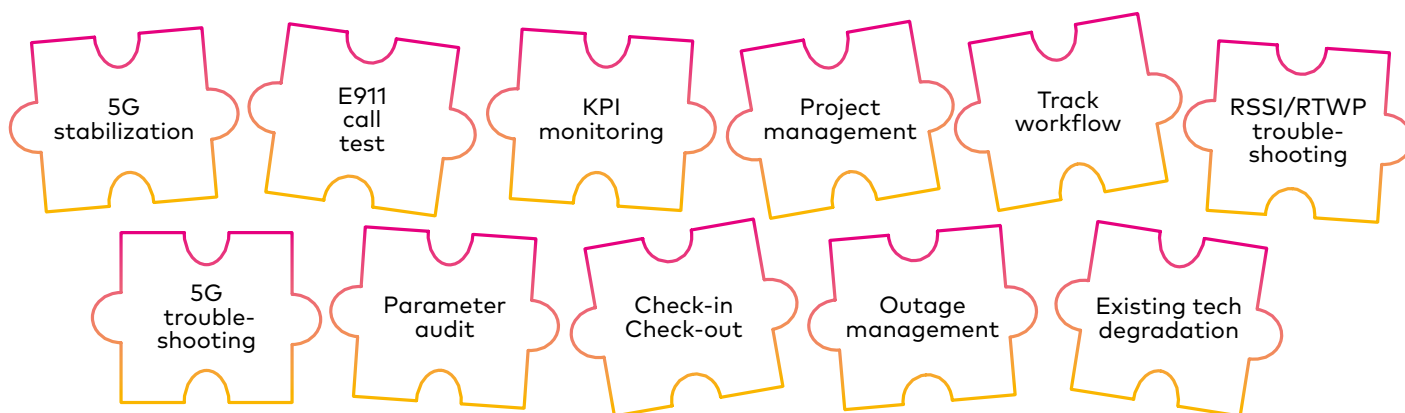
Since such abilities fall outside the scope of most service providers' capabilities, outsourcing offers an effective – and proven – solution.

Advantages of outsourcing

- **OPEX reduction:** avoids need to onboard new employees, saving costs on everything from benefits to training
- **Lowers labor cost:** reduces burden of tax and benefit payments
- **Reduced risk:** outsourced resources assume a portion of total risk
- **Expertise:** gain access to the right talent at the right time

Make your own puzzle

Build the tailor-made solution you need

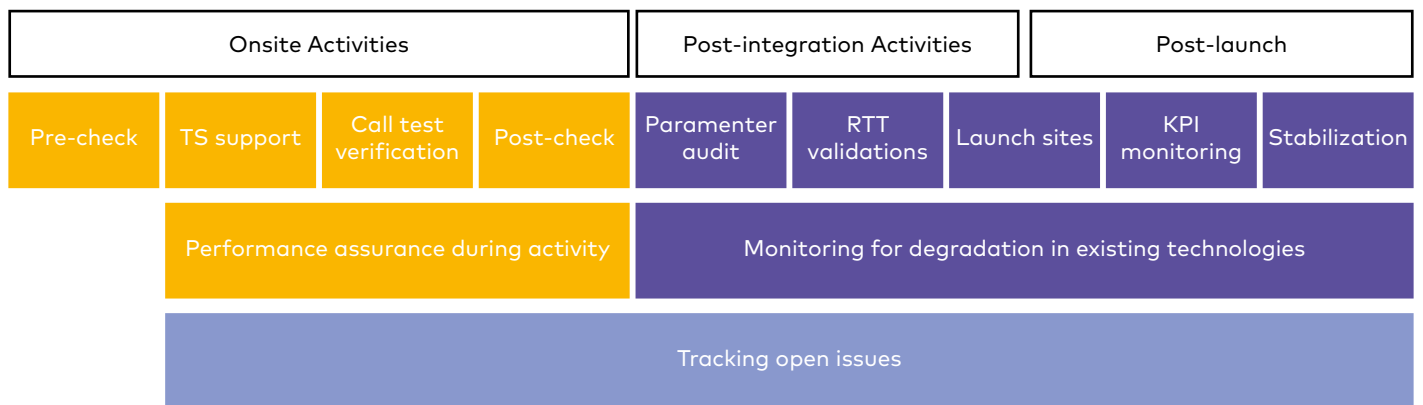


Amdocs Triage and SLA Management provides performance assurance during on-site, post-integration and post-launch activities. The service leverages Amdocs' innovative products and proprietary tools – including Amdocs Network Workflow Management and Amdocs Network Performance Management.

Delivered by the Amdocs Mobile Services team, the service follows a dynamic product-delivering process that leverages proven processes, tools, products and expertise to address current needs, and provide insights on future networks trends.

Amdocs Triage and SLA Management process

Network triage is the process of studying each network problem to determine its priority and accurate resolution. A **service-level agreement (SLA)** defines the level of service expected by a customer from a supplier, laying out the metrics by which the service is measured, as well as any remedies or penalties, should these service levels not be achieved. Usually, SLAs are established between companies and external suppliers, but they may also be between two departments within a company. Both network triage and SLA processes must be effectively managed to deliver an exception network experience.



During **onsite activities**, performance assurance monitoring is delivered including:

- **Pre-check duration time monitoring:** a snapshot of site status is taken before any actions are performed. The duration SLA depends on the market where the activity takes place
- **Post-check duration time monitoring:** a snapshot of site status is taken after work is completed. The duration SLA depends on where the activity takes place

During **post-integration** and **post-launch**, we monitor for any degradation in existing technologies including:

- **Site degradation in existing technologies:** maintenance window duration SLA depends on where the activity takes place
- **KPI monitoring and degradation reporting:** KPI monitoring duration SLA is 2, 4, 8, 24 and 48 hours

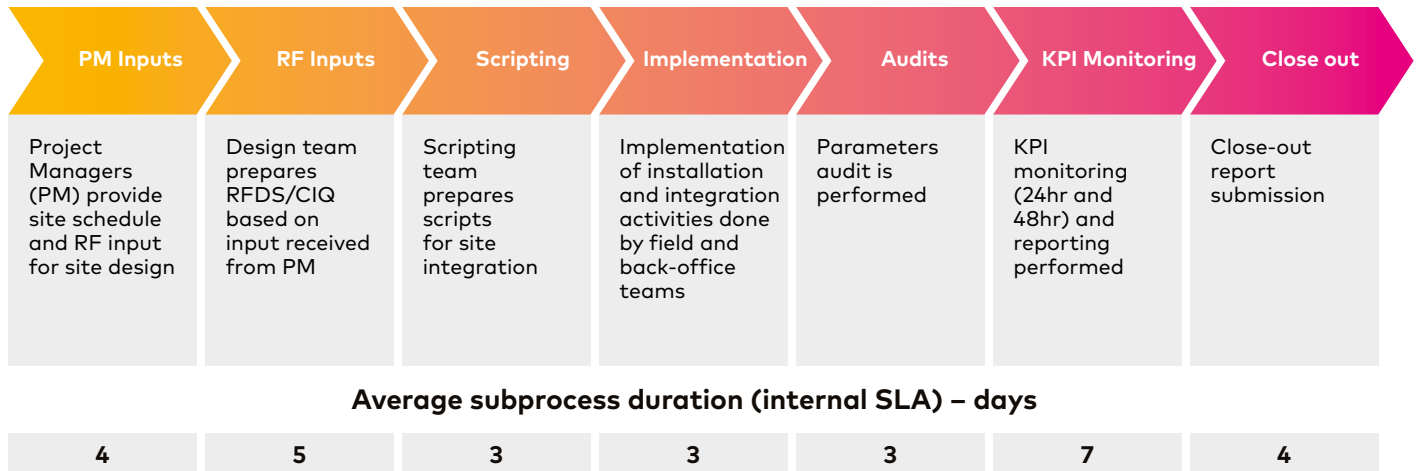
During site activities, site activity issues are tracked from observation until closing.

Site integration

The site integration process focuses on SLA management and quality assurance.

To ensure there is no impact on the end-to-end process duration, the duration of each subprocess (owned by different teams) is monitored on a weekly basis.

Site integration process



Post-integration SLA management

The post-integration SLA management process includes weekly analysis of integration activities. This involves observing each problem to determine its priority and most effective resolution. Next, SLAs are used to measure the quality of integration process delivery, including:

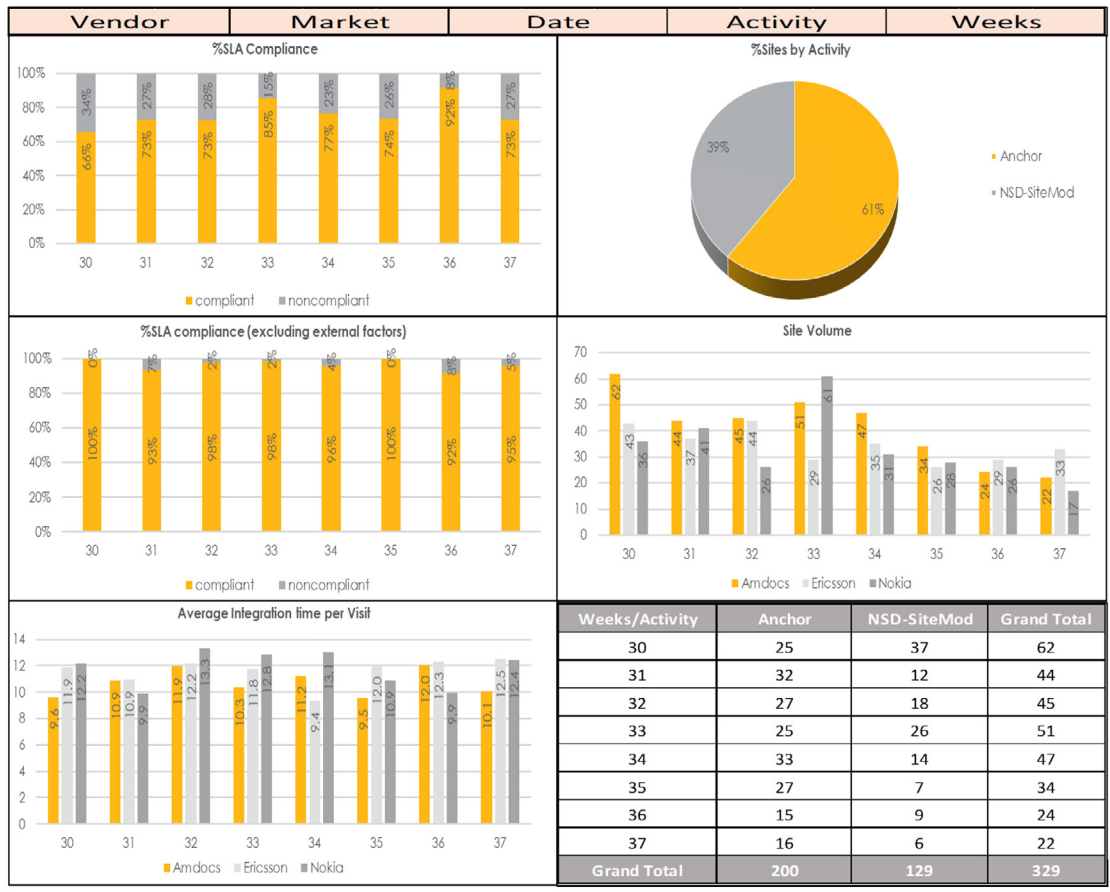
- **Quantity of sites visits during integration process** – target is one visit
- **Factors determining site compliance** (issues not related to integration process):
 - Factors considered as compliant: issues related to radio signal quality (RTWP, VSWR), transport issues (router configuration)
 - Factors considered as non-compliant: call test issues, integration process delay by field engineer, due to wrong script and wrong radio frequency (RF) input

- **Proportion of integrated sites** with full integration scope to **integrated sites** with partial integration scope (target: 60:30)
- **Average integration time per visit;** target is less than 11 hours
- **Existing technology downtime during integration process;** target is less than 6 hours
- **Internal and external escalations to determine project process discrepancies**

Post-integration reporting

Established SLAs and quality management tools are used to generate weekly integration reports. These reports include an executive dashboard displaying both the main SLA status, as well as a detailed SLA analysis.

Executive dashboard example



Benefits

- **Activity transparency:** all activities are recorded, with advanced reporting and analytics provided; efficiency has improved as a result of process transparency
- **Speed to market:** the combination of tools, automation and reports have improved task speeds
- **Scalability:** system architecture enables fast scale-up without having to add resources to cover demanding rollout needs
- **Accountability:** increased accountability by general contractors due to performance tracking, measurement and evaluation using tangible metrics; up to 50% site visit reduction due to use of general contractor evaluation reports
- **Increased network availability:** up to +30% network availability by tracking general contractors' evaluation metrics (including site/technology availability)

Why Amdocs

Amdocs has a proven track record supporting projects throughout all phases of network rollout and acceptance – including but not limited to RAN, transport and core design, provisioning and troubleshooting services, pre/post launch optimization, provisioning, triage and so on – for multi-vendor, multi-technology heterogeneous networks.

With an experienced network provisioning team staffed by professionals in the area of transport, core, as well as RF engineers, our strength lies in adapting to our customers' needs and requirements, while orchestrating various support teams/vendors to ensure timely delivery.

As a preferred vendor for Tier-1 and Tier-2 service providers across the globe, our vast complex configurations integration experience and holistic approach to network management ensures you deliver faster, within budget and with the highest levels of quality.

Partner with us to benefit from our proven tools, processes and time-tested methods, as well as customized services for all major network equipment providers and technologies, so you can be confident in your ability to meet your customer experience goals.

For more information on our network management services, visit [Amdocs Mobile Network Services](#).