

## WORLD'S FIRST CLOUD NATIVE 5G SERVICE PROVIDER

### Evaluated the Health of Next Gen Operations Center to Drive Improvement in Network Operations

#### CLIENT BACKGROUND AND CHALLENGES

Our client is a Japan based company primarily engaged in the Internet Service Business, the FinTech business and the mobile business.

With a large presence and massive stake in Internet Services, the Client relies on state-of-the-art, fully virtual Next Generation Network Center. They recently enabled cloud-native 5G telecommunications network operations in major cities of Japan. As the operations set-up was new, it involved high volume of incidents and change requests. Other key challenges faced by the client were:

- High ticket rate with Higher Ticket Resolution Time (MTTR)
- Lack of robust operating model

- Poor communication and collaboration across teams
- Process non-compliance with ITSM
- Lack of process automation

Client wanted to collaborate with us to perform an assessment of their Network Operations Center (NOC) operating model, and ITSM process framework to improve their service uptime, operational efficiency, customer experience & digital footprint.

To address client's concern, we assessed the health of Client's NOC and provided a transparent view of 'as-is' NOC process performance and operating model. We implemented NOC best practices and suggested ways to improve its everyday operations.

# TECH MAHINDRA'S METHODOLOGY AND SOLUTION

Client's NOC set-up was new, and it involved high volume of incidents and change requests. The operating model and NOC processes were not aligned to ITIL standards. Poor communication and collaboration across teams was leading to duplication of efforts and elongated resolution time. Thus, the client wanted us to identify inefficiencies and explore ways to improve network availability and performance. We deployed our team of NOC consultants to evaluate the data, reports, work allocation across teams and capture what is being followed on ground to arrive at the bottle necks, and inefficiencies.

We used industry proven processes, strategies, and techniques to suggest improvement areas and get maximum value out of network operations. Our three-pronged approach comprised of following steps:

## I. Discovery and due diligence of 'as-is' state of affairs in specified areas

- Operating Model
- As-Is Process Workflows
- Operational Reports & Dashboards
- As-Is ITSM System Landscape

## II. Analysis of 'as-is' and identification of improvement opportunities

- Process Activity Distribution
- Statistical Analysis for Process Performance Reports
- Process Maturity vis-a-vis ITSM Best Practice Framework
- Gap analysis & Process Heat Maps

## III. Recommendations and implementation roadmap

- Recommendation for Process Enhancements
- ITSM System Enhancements
- Define Missing ITSM Processes
- Recommendation Prioritization Matrix
- To-Be Operating Model

## BENEFITS



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