Yielding

Network Transformation

An Alepo Case Study

Executive Summary

"Thanks to Alepo's complete solution and professional services, STC has a faster, more powerful network today."

STC

- Turki Mohammed Al-Badri
Billing Section Manager, STC

In 2012, STC selected Alepo to enhance its legacy DSL core infrastructure. Alepo delivered a comprehensive solution built on its performance-driven AAA and policy framework as well as expert professional services in order to integrate seamlessly with the existing network. In doing so, Alepo was able to successfully realize all of STC's requirements and business needs with no impact on existing services or the customer experience.

As a result, STC has significantly increased the speed and performance of its DSL network. With Alepo's robust, scalable solution, backed by 24x7 ongoing support, STC will be assured continually of investment protection and a low total cost of ownership (TCO), even as subscriber numbers increase and new market trends emerge.

ALEPO

Project Background

In order to gain network performance and flexibility, STC sought a robust solution that would:

- Optimize the integration with multiple external systems, including next generation policy tools (PCRF, DPI, etc.)

- Allow for faster and more automated provisioning and service fulfillment operations to heighten the customer experience

- Provide endless scalability and greater capacity for growth in order to protect investment as STC's subscriber base grows

- Readily adapt to evolving business needs and bring new products and services to market sooner

- Ease daily operations and management to reduce OPEX

- Offer consistent and ongoing 24 x 7 x 365 remote support

After an extensive evaluation process, STC selected Alepo to provide a comprehensive solution as well as the expert professional services required to successfully transform the network into an advanced, high-performance network environment.

> "Out of all of the vendors we evaluated, Alepo showed the greatest commitment and in-depth understanding of STC's requirements and needs."
>
> - Turki Mohammed Al-Badri
> Billing Section Manager, STC

At a Glance

REQUIREMENTS

- Better network performance and reliability
- Faster provisioning and service fulfillment
- Greater scalability and capacity for growth
- More flexibility to launch new services
- Robust integration with *multiple* elements

SOLUTION

- High-Performance AAA & Policy Framework
- Alepo Service Enabler (BSS / OSS) Modules
- Intuitive, Web-Based Management Tools
- A Robust Integration Framework
- Expert Professional Services

RESULTS

- ↑ Increased AAA performance capacity
- ↑ Increased API response time
- ↑ Increased subscriber capacity
- ↑ Faster time to market for new services
- ↑ Complete data migration with no impact on services

Expert Pro Services

SOLUTION DESIGN

Alepo designed a solution to optimize network performance and flexibility.

PROJECT MANAGEMENT

Alepo led a complex project to proliferation across multiple departments and stakeholders.

SYSTEMS INTEGRATION

Alepo integrated with multiple external systems with open APIs and Alepo's SI experts.

DATA MIGRATION

Alepo successfully migrated and cleaned all data without any downtime, disturbances, or reported errors afterwards.

TRAINING & EDUCATION

Alepo trained STC extensively to manage the solution confidently and independently.

24x7 REMOTE SUPPORT

Backed by 24x7x365 remote support, Alepo's solution continues to assure STC's investment.

"*Alepo's team proved to be very flexible and hard-working to realize our requirements without any major issues.*"
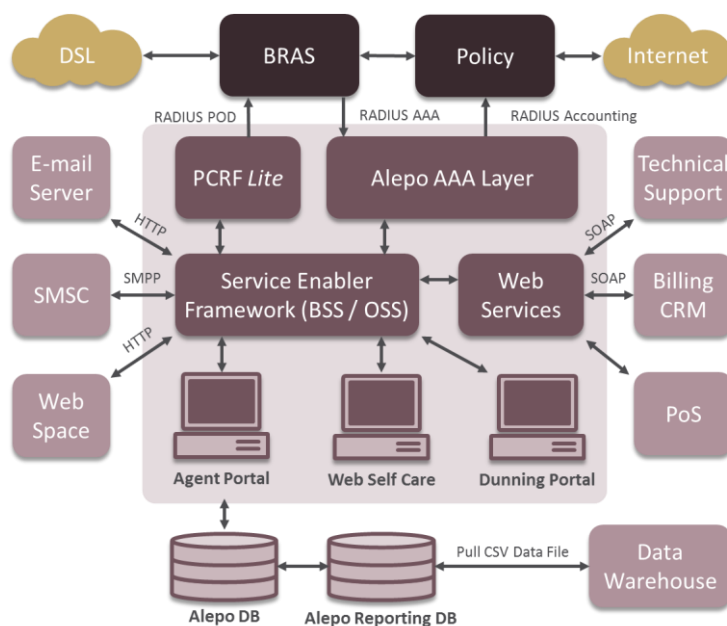
- Turki Mohammed Al-Badri
Billing Section Manager, STC

A Performance-Driven Solution

In order to transform and modernize STC's legacy core network, Alepo delivered a robust, carrier-grade solution built on Alepo's high-performance AAA and Policy framework. Performance optimized to reduce signaling "noise" and alleviate network load, Alepo's AAA and Policy framework heightened STC's network capacity and functionality. It advanced scripting capabilities empowered STC to write new business logic in-house in order to launch new products and services instantly – without sacrificing performance. In addition, its real-time policy layer allowed STC to realize advanced policy control functions within a RADIUS environment.

Alepo also delivered its signature, carrier-grade BSS / OSS framework, Service Enabler, which included advanced tools for customer care, product catalogs, and real-time reporting, as well as Alepo's Web Self Care portal. With Service Enabler, STC was able to ease daily operations and perform end-to-end business processes efficiently.

Alepo also delivered high-performance provisioning APIs as part of its open, scalable Integration Framework. This led to a significant reduction in time to fulfill service orders and get customers online. Overall, Alepo integrated with a wealth of external and legacy systems to create a smooth and seamless network environment.

> "With Alepo's comprehensive solution, STC has gained the speed, agility and flexibility to deliver new, innovative services faster and to meet our customers' evolving needs."

- Turki Mohammed Al-Badri
Billing Section Manager, STC

Proven Results

With Alepo's comprehensive solution, built on its performance-driven AAA and policy framework, as well as expert professional services in order to integrate seamlessly with the existing network, STC was able to realize proven, tangible results, not only in terms of performance and capacity, but also the flexibility and adaptability of the solution.

STC increased AAA performance capacity **three fold.** Alepo's high-performance provisioning APIs increased response time **10 fold** and helped to **eliminate the lag** caused by the provisioning queue. Overall, Alepo's solution increased the network's subscriber capacity 3 fold, giving STC ample room for growth without needing any changes or new installations.

With expert professional services, Alepo successfully completed integration across dozens of external systems. Most impressively, Alepo performed a full data migration and cleanup with**, no customer disturbances, and no reported data errors** following the migration.

Now, with Alepo's advanced scripting engine, STC is able to **bring new products and services to market immediately**, performing all testing and implementation of new business logic in-house and independently. Alepo's intuitive and feature-rich Service Enabler has helped to **reduce OPEX and ease daily operations**.

Looking forward, STC is assured of a high-performance solution that offers a **continual low total cost of ownership (TCO) and investment protection**, even as the network grows and business requirements evolve. The solution is backed by **ongoing 24x7x365 remote support**, giving STC additional assurance in Alepo's ability and readiness to help with any needs or issues that may arise.

About Alepo

Alepo is a leading provider of IT and network software solutions for communications service providers worldwide. Alepo works closely with market leaders including Vodafone, MTN, France Telecom, and Digicel, empowering them to compete aggressively and realize data opportunities across technologies and generations. Alepo is proud to support these innovative market leaders as they evolve in the telecommunications marketplace.

Founded in 1994, Alepo is a major player in revenue and customer experience management, packet core evolution, carrier Wi-Fi, mobile data offload, fixed mobile convergence, and more. Today, Alepo's solutions reach millions of global subscribers, spanning technologies like LTE, HSPA+, ADSL, and Wi-Fi.

With core values of constant innovation and customer satisfaction, Alepo strives to stay at the forefront of telecommunications technologies. Maturity, stability, and innovation make Alepo a leading solutions vendor for greenfield and established service providers.

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