

AN ALEPO SUCCESS STORY

Orange-GETESA to achieve operational and performance excellence with Alepo solution



To increase operational efficiency and performance of its ADSL network, Orange GETESA, one of the region's largest service providers, turned to Alepo to evolve its core network.

PROJECT BACKGROUND

Equatorial Guinea's ICT sector is a pioneering one with rapidly evolving network and data services across the region, which is notably improving the lives of the citizens. Orange-GETESA, one of the region's largest fixed and mobile service providers and a longtime customer of Alepo called on Alepo in 2015 to modernize its ADSL network. In order to accelerate performance of the network and enhance customer experience, the operator needed an advanced network management solution to address its challenges.

Orange GETESA wanted to improve the quality of services delivered to its subscribers. A stern effort was required to resolve the ongoing NAS issues that had resulted in interrupted sessions for customers and hampered the service quality. With the aim to enhance network performance, it was necessary to optimize the network

traffic and advance the system components that could intensify the network strength. Alepo has been the "Go-To Technology Partner" for the Orange Group for more than a decade, making Alepo a trusted partner for Orange GETESA.

OPERATOR CHALLENGES

With Alepo's extensive and deep knowledge of the ADSL network environment and a comprehensive approach for preventive and corrective control, Alepo was able to readily address Orange GETESA's current challenges. Alepo considered Orange GETESA's needs and requirements from both a network and a revenue perspective, recognizing the following challenges -

- Provide powerful remote CPE and session management solution to provide better Customer Experience Management (CEM) and OpEx savings
- Handle database and application redundancy to avoid data anomalies and corruption in the system
- Automate conflict resolution of identified NAS issues and faster trouble shooting
- Resolve Multi-homing or IP duplication conflicts to provide smooth network operations
- Provision of reliable, cost-effective and sustainable auto power supply to avoid interrupted network connection
- Automate SOAP Integration with Third-Party CRM
- Secure User Management with Admin-tier restrictions

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ALEPO SOLUTION

The crux of the project was to deliver faster and more proactive network troubleshooting, advanced monitoring tools, and predictive analysis of the system's impact on the network and IT infrastructure. In addition, Alepo delivered the following-

- Upgrade to Alepo Service Enabler 8.2 (BSS / OSS)
- Upgrade to the latest version of Alepo AAA
- Deploy Alepo PCRF Lite for real-time and mid-session policy changes
- Deploy Alepo TR-069 Auto-Configuration Server for remote device management
- Professional services: implementation, systems integration, Migration, training and support

SOLUTION FEATURES & HIGHLIGHTS

Advanced monitoring, analysis and automatic conflict resolution enabled Orange GETESA to resolve session issues before they turned into significant problems. Alepo upgrades led to an enhanced customer experience and QoS. Highlights of the solution included -

- **Network Traffic Optimization**, enhanced network capabilities, huge reductions in idle and ghost sessions, the ability to remotely manage CPEs and sessions.
- **Fraud Management**, Alepo's CRM provided network protection against SPAM, fraud and malicious traffic by making user interactions more secure.

- **Quick Service Restoration**, the upgrade significantly reduced downtime and recovery time from frequent power outages, all with minimal manual interventions.
- **Data Redundancy Reduction**, Highly Available (HA) solution for DB with MMM solution, HA portals with Load Balancer, AAA redundancy by integrating with active-passive BNG-ISAM integration.

PROJECT OUTCOME & RESULTS

Alepo's continued partnership with Orange GETESA enabled the operator to successfully adopt efficient network strategies that uphold high performance and security, and that afford numerous other business benefits, including-

Achieved Lowest Resolution Time Ever

With an automatic conflict resolution feature, the network experienced the lowest resolution time ever in the lifespan of the system. After the project was finished, resolution time of network issues was reduced to minutes.

Improved Customer Experience and Reduced Churn

Uninterrupted sessions provided better CEM and influenced improved customer interactions. After the upgrade, within three months, the churn rate was reduced by 27%.

Enhanced Operational and Performance Excellence

The network architectural upgrade by Alepo boosted the system performance and efficiency. Following the project, the operator realized an estimated 25% OPEX savings and an accelerated performance by 30%.