

AN ALEPO SUCCESS STORY

BCL switch to Alepo AAA to deliver faster, more reliable and secured internet connectivity to its WiMAX subscribers.



With a switch to Alepo's Carrier-Grade AAA Solution, Banglalion Communications Limited (BCL) saw a 6X boost in network performance.

PROJECT BACKGROUND

In the effort to provide faster, more reliable, and more secure internet connectivity to its WiMAX subscribers across Bangladesh, Banglalion Communications Limited (BCL) - one of the country's largest 4G wireless broadband operators - turned to its longtime technology partner, Alepo, to replace its third-party AAA with Alepo's high-performance AAA solution.

In 2014, BCL faced multiple performance issues with its AAA platform that affected network speed and stability, which resulted in excessive downtime. Unfortunately, the AAA required one to two hours to fully restore services after a power outage, resulting in a damaged customer experience, revenue loss, and high operational expenses. The region experienced frequent power outages, and under these conditions, BCL recognized the need to build a more stable and reliable network infrastructure, one that could offer rapid recovery and service restoration as well as simple and automated troubleshooting.

BCL had also experienced high levels of fraud and abuse of network resources. In addition to high performance, BCL required a AAA solution with advanced security and fraud prevention mechanisms.

OPERATOR CHALLENGES

- Frequent power outages resulted in hours of service downtime while the system recovered.
- Poor performance of the AAA that caused many connection errors for subscribers.
- High levels of fraud and abuse that led to revenue leakage and customer complaints.
- An arduous and manual troubleshooting process that consumed OPEX and daily resources.

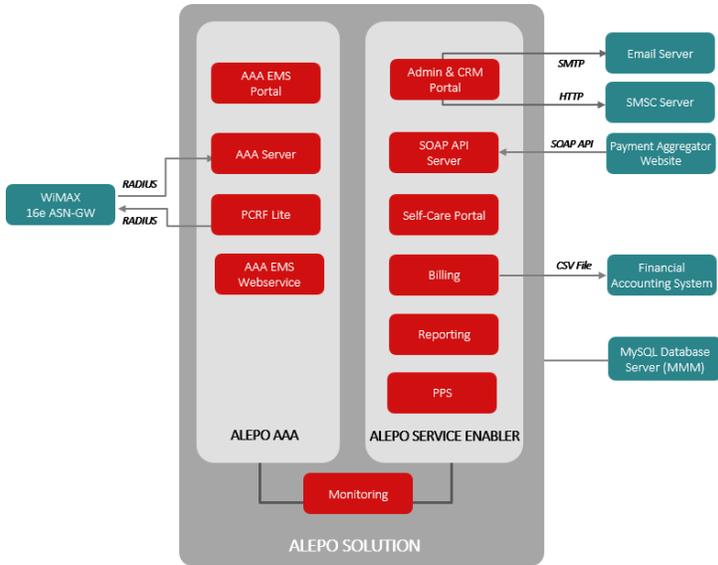
ALEPO SOLUTION

With careful consideration of the challenges it faced, BCL made the decision to replace its legacy AAA with an Alepo Carrier-Grade AAA Solution, paired with a timely upgrade to a later version of Alepo SE (BSS / OSS Framework). Main aspects of the project included -

- Replacement and migration of AAA to Alepo AAA
- Upgrade to Alepo Service Enabler (SE) 9.1
- Upgrade to prepaid charging system (PPS) 9.1
- System integration services and APIs

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- **Streamlined Troubleshooting** | Alepo’s AAA delivers an intuitive and feature-rich experience for the system users with real-time alerts and advanced troubleshooting features.

PROJECT OUTCOME & RESULTS

A longstanding partnership with Alepo helped BCL to achieve its goal of providing reliable, secure, and fast connectivity to its subscribers. With the introduction of Alepo’s AAA solution and an upgrade to Alepo SE 9.1, BCL is now able to deliver an optimal customer experience and ensure network excellence. Outcomes include -

Accelerated Network Performance

Following the project, the time to recover the network from a power outage network performance increased by six-fold, enabling BCL to achieve its fastest performance ever.

Improved Operational Efficiency

Reduced interrupted sessions, faster network performance, and fewer fraud issues drastically reduced OPEX. After the upgrade, within three months the operational efficiency of the BCL network increased by 25%.

Faster Resolution Time

With Alepo AAA, the service restoration and error resolution time reduced drastically. After the project, BCL engineers were able to resolve the network issues in few minutes, which earlier had taken hours to do.

SOLUTION FEATURES & HIGHLIGHTS

- **High-Performance Network** | Alepo’s Carrier-Grade AAA delivered the proven performance, feature-richness, and scalability needed to transform BCL’s 4G network and to make it ready for future evolution.
- **Enhanced Fraud Management** | Alepo’s solution has built-in advanced security and fraud management features measures to protect the network and prevent revenue leakage. Features like role-based and IP-based system access, one-time password authentication, and audit logs provide protection against fraud and malicious transactions.
- **Automated Service Restoration** | Alepo’s AAA offers rapid recovery, the services are restored automatically once power resumes after outages.