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An advanced network management system is helping Mauritius Telecom to improve the level of service it provides its enterprise customers.



Communication Service Provider

With support from Nokia Siemens networks' regional technology partner 3W Networks, the service provider is improving the availability of its services and making significant maintenance cost savings.

"Telecommunications plays a vital role in the fast expanding Mauritian financial services sector. Innovative technology like this network management system helps us to provide our enterprise customers with faster and more reliable data services for an improved customer experience."

Kapil Reesaul, Senior Executive, Business Market, Mauritius Telecom

One of the world's most desirable holiday destinations, Mauritius is also a reputable international financial center, with the fast-growing sector contributing more than 10 percent of the nation's gross domestic product (GDP). Local banks and other enterprises need good data communications to thrive. It's a market being served by Mauritius Telecom, helped by 3W Networks, Nokia

Siemens Networks' local sales partner.

To meet market requirements for high-capacity, reliable services, Mauritius Telecom runs a network of about 2,000 Nokia Siemens Networks modems located in remote exchanges and at customer premises across the island. Many of these are recently installed Ethernet modems providing data services at up to 7 Mbit/s over leased lines.

More competitive services in demand

Yet managing this modem population was proving to be time-consuming and costly for Mauritius Telecom, with engineers needing to travel to the modem site when a fault occurred or to make changes to the installation.

"Enterprises constantly look for lower prices and higher performance services," explains Kapil Reesaul, Senior Executive, Business Market, Mauritius Telecom. "To help us meet this challenge and improve our competitiveness, 3W Networks proposed a centralized network management system to control modems remotely and enable us to

provide efficient managed services to our customers."

The network management system (NMS) is based on the Nokia Siemens Networks NMS10 solution. 3W Networks specified, designed and installed the system following its extensive survey of modem sites to ascertain how to optimize the network and establish best engineering practices. The NMS is compatible with all but the oldest of the existing installed base of modems, eliminating the need for a large capital investment by Mauritius Telecom in new modems.

30 percent productivity gain

The NMS has had a dramatic impact on Mauritius Telecom's engineering costs and the level of service it provides to its customers. The mean time to repair faults has been halved, and with 40 percent of queries resolved remotely, Mauritius Telecom is spending 30 percent fewer man-days of engineers' time to maintain the modem network.

"With the NMS we can diagnose exactly what the issue is before sending out an engineer. He is then properly equipped to overcome the issue straight away. Furthermore, we are resolving many issues online, which saves considerable travel time and costs, as well as releasing engineers to tackle other priorities," says Reesaul.

Remote monitoring and resolution makes life easier for Mauritius Telecom's customers too. Should a problem arise out of office hours, remote fault resolution eliminates the need for the customer to have someone on site overnight to provide access for an engineer, for example.

The system also allows Mauritius Telecom to monitor the performance of the modems, information it plans to use to generate regular service results for

its customers. "This will be a competitive advantage for us. Giving customers reports on service availability instills confidence in the service we provide," says Reesaul.

Proven product reliability

The NMS is the latest in a long line of Nokia Siemens Networks products and 3W Networks services that Mauritius Telecom has benefited from for more than a decade. "We have an excellent relationship with 3W Networks who are proactive in helping us to improve our services. They keep us updated regularly on the latest developments and provide a very good level of local support," explains Reesaul.

Reesaul is equally happy with Nokia Siemens Networks products. "When we first started to provide enterprise data services many



years ago we needed equipment that could withstand the tropical environment of Mauritius and provide the high performance our customers desire. Nokia Siemens Networks equipment met all our demands at the right price. The performance of the modems is remarkable. Their extremely high availability is very important to us," Reesaul concludes.

Challenges

- Provide higher performance and more cost-effective data services to the rapidly expanding Mauritian enterprise sector
- More efficient way needed to manage a widely spread base of installed modems
- Improve the availability of data services

Solution

- High availability modems from Nokia Siemens Networks
- Network management system provides remote monitoring and control capability
- Extensive engineering site survey by 3W Networks
- Solution design, implementation, commissioning and training

Benefits

- 40 percent of modem issues are resolved remotely, saving manpower and costs
- Average time to repair has been cut by 50 percent, improving customer service levels significantly
- Maintenance productivity has risen by 30 percent, releasing engineers for other priorities
- The NMS supports most installed modems, protecting Mauritius Telecom's legacy investment
- Network monitoring data helps to make Mauritius Telecom more competitive

About 3W Networks

3W Networks is a technology based Communications Contractor and Systems Integrator primarily involved in providing Integrated Communication Solutions to Oil & Gas, Power Utilities, Telecom Operators, Transport and Fiber Optic Infrastructure sectors. The company offers its clients a comprehensive range of complete turnkey communication solutions to suit any application involving Wireline and Wireless Transmission, Voice and Data, Safety, Security and Fibre Optic Cables.

The company is certified to ISO9001 and holds a team of highly skilled and motivated people with a broad base of experience, focused on providing cost effective, innovative and reliable solutions engineered and supported locally.

3W Networks has been successfully operating in the Middle East and Africa region for over a decade and has offices in Dubai, Abu Dhabi, Muscat, Doha, Cairo, Singapore and Melbourne.

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