bmc

UK Telecom Provider Delivers Seamless Service Management and Cost Savings to Partner Companies

20,000
RAN sites managed

800K
CIs mapped

6,000
incidents logged per week

Company Overview

This telecom network provider based in the United Kingdom manages 20,000 radio access network (RAN) sites and the equipment at those locations, which delivers signal to two major wireless phone companies. Even further, they communicate issues on the network to their partner companies who are competitors and need their tickets to remain confidential from each other.

Business Goals

The two competing wireless companies wanted to leverage existing RAN sites to provide optimal wireless phone service to their customers. To do this, they created a partnership that would jointly utilize RAN sites by using technology to deliver confidential network ticket information to each party separately, leveraging one connected service management system. Additionally, the unified system would ensure faster response times to network outages and ensure effective communication to the wireless companies' customer base.

The Challenge

The wireless telecom industry competes based on strength and reliability of their signals. To have a better signal means having more RAN sites. However, establishing new locations, setting up the equipment, and maintaining them

is an expensive endeavor; therefore, wireless companies are establishing joint ventures to gain benefit from existing RAN sites. To achieve this goal requires connecting all partner companies on the same system so that when issues arise on the RAN sites, they can be quickly communicated to the impacted wireless phone service provider. Even further, the two telecoms will have proprietary contracts or programs (e.g., government or emergency network) that need to remain invisible to the other partners on the system.

How did this company achieve its goals?

The telecom network provider determined that BMC Helix ITSM and BMC Helix Digital Workplace were the technologies best able to connect the three organizations to communicate service tickets for the 20,000 RAN sites. Next, they turned to BMC Customer Success to help them roadmap and connect the competitor wireless phone companies via BMC Helix ITSM so that they could receive alerts and deliver updates to phone customers regarding their signal, or dispatch parts and repair service to sites as needed. The BMC team constructed a configuration management database (CMDB) that mapped 800,000 configuration items (CIs) and 2 million relationships, allowing each company to only see details of their part of the network. They onboarded 130 multi-tenant companies, setting up controls for limiting what they can access related to their role and affiliation. Prior to go-live, the company executed training for end-user adoption as well as customized training for IT support teams. The system was designed to manage access to the sites and minimize downtime to customers. Currently, the system:

- Often manages a load of 6,000 incidents per week
- Automates alarms or monitoring triggers for 4,000 of those incidents
- Reduces cost and risk to the network provider and wireless companies

After the Go-Live, BMC's Applications Managed Service team was brought in to administer and maintain the BMC Helix ITSM and BMC Helix Digital Workplace ensuring their solution performance and availability remained high.

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