



CASE STUDY


Architecting a Nation-Wide Network Expansion

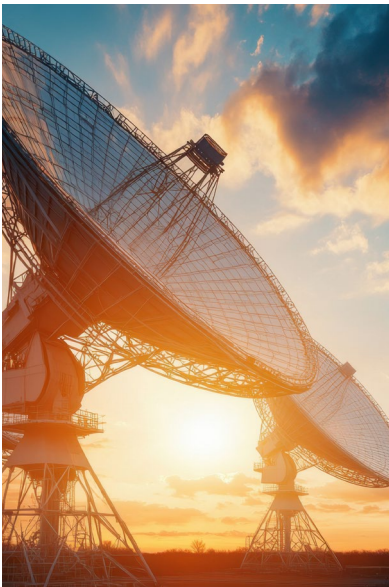


SERVICE AREAS

-  Cloud + Infrastructure
-  Managed Support

INDUSTRY

-  Telecom & Media



As the telecommunications industry continues to evolve, companies face increasing demands to scale and optimize their network operations.

For one major telecommunications provider, maintaining a robust and efficient Network Operations Center (NOC) was crucial to supporting their extensive infrastructure. However, with the growing complexity of their operations and the need to expand into new markets, the company encountered challenges in managing its NOC, particularly around enterprise architecture, network performance, quality assurance, and program management. To address these challenges, they sought Aditi's expertise in delivering critical support across multiple facets of the NOC.

The Challenge

The client was grappling with the complexities of managing a nationwide network, with various interdependencies and escalating demands from their growing customer base. They needed immediate assistance with a range of services, including enterprise architecture support, network capacity analysis, quality assurance, and program management. Additionally, the company faced operational pressure to ensure that their NOC could keep up with the demands of both existing and emerging markets while proactively addressing network infrastructure issues.

At the core of the challenge was their large-scale initiative to expand and optimize their proprietary cable and telecommunications network. As part of this effort, the client needed to maintain and upgrade their systems to support this expansion, requiring a highly skilled team capable of tackling a broad set of technical and operational challenges.

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The Solution

To help the client overcome these challenges, Aditi provided specialized digital engineering services across the client's key domains. The team worked closely with the client's internal teams to provide immediate and ongoing support for their NOC operations. Aditi's involvement spanned from enterprise architecture to proactive network management, ensuring that the client's network could handle future growth and meet the demands of new markets.



ENTERPRISE ARCHITECTURE & NETWORK ASSESSMENT

Aditi's first step was to conduct a comprehensive network assessment. The team evaluated the existing architecture and identified areas for improvement to ensure that the network could scale efficiently and meet the growing needs of the client's expanding market footprint. This involved an in-depth analysis of network capacity requirements, focusing on key areas impacted by the client's strategic initiative.

By performing these assessments, Aditi not only identified opportunities to improve network performance but also provided remediation services that ensured the network could support both current and future demands. This approach laid the foundation for a more resilient and future-proof network infrastructure.



QUALITY ASSURANCE & QUALITY CONTROL SERVICES

One of the critical areas where Aditi made an immediate impact was in quality assurance (QA). The team helped the NOC conduct a detailed QA analysis of its Tier I and Tier II trouble tickets. Aditi's QA experts examined response times, service-level compliance, and identified areas where improvements could be made to meet internal and customer-facing service level agreements (SLAs).

By identifying bottlenecks and inefficiencies, Aditi's analysis enabled the client to optimize its NOC processes. This was essential for reducing downtime, improving the speed of issue resolution, and ensuring a high level of service quality across all network operations.



PROGRAM MANAGEMENT SUPPORT

To ensure the client's network build was executed smoothly, Aditi provided key program management support. Using tools like SharePoint, .NET, C#, and Project Server, Aditi assisted in the planning and initiation of the client's independent telecommunications network. Aditi's project managers worked closely with the client's internal teams to ensure that the network build met critical timelines and adhered to project goals, all while maintaining quality and efficiency.

The Aditi team played an instrumental role in managing the complexities of the program, ensuring all milestones were met and the client's strategic goals were realized within the projected timeframe.



NETWORK INFRASTRUCTURE & SYSTEMS SUPPORT

As part of its comprehensive support, Aditi also provided systems infrastructure support, helping to optimize and engineer the client's nationwide network. The team proactively monitored the network for potential issues and addressed them before they could affect service delivery. By maintaining a close eye on the network's performance, Aditi ensured the client's operations were running smoothly, avoiding service-impacting events.

Furthermore, Aditi's consultants supported the 24/7 NOC help desk, providing Tier I, II, and III support. They handled open tickets and troubleshooting, ensuring that network issues were resolved swiftly and in compliance with SLAs. This hands-on approach helped the client maintain consistent service delivery even during peak demand periods.

The Result

Aditi's comprehensive support enabled the client to overcome significant challenges and improve the overall performance of their Network Operations Center. With Aditi's help, the client was able to meet key operational milestones and ensure that their proprietary network could scale to support future growth.

The outcomes of Aditi's involvement included:



ENHANCED NETWORK CAPACITY

Through detailed network assessments and capacity planning, Aditi helped the client optimize its network architecture to handle the increasing demands of their expanding markets. This ensured that the client could meet both current and future network requirements.



SUCCESSFUL MARKET LAUNCHES

Aditi's support in developing comprehensive plans for each market ensured that the client could launch new services smoothly. This included managing interconnections with local exchange carriers and ensuring compliance with interconnection agreements (ICAs), leading to timely market launches.



STREAMLINED OPERATIONS

The upgraded cloud-based access management system streamlined authentication processes and improved the overall security of the production system, ensuring that only authorized personnel had access to sensitive content and production environments.



PROACTIVE INFRASTRUCTURE SUPPORT

Aditi's proactive monitoring and support of the client's network infrastructure minimized the risk of service disruptions and ensured that issues were addressed quickly. The 24/7 support provided by Aditi's consultants was instrumental in maintaining uninterrupted service across the client's nationwide network.



Comprehensive Network Support, Optimization & Expansion with Aditi

Aditi's comprehensive support ensured the client overcame the complexities of managing a nationwide network, ensuring operational efficiency and scalability. By providing expert assistance in enterprise architecture, quality assurance, program management, and network infrastructure support, Aditi empowered the client to successfully expand their network and meet the demands of new and existing markets. With Aditi's ongoing support, the client is better positioned to continue growing its infrastructure and delivering high-quality services to its customers.

Partner with Aditi to optimize your network operations and ensure your infrastructure is ready for the challenges of tomorrow. Whether you need strategic program management, expert network support, or proactive quality assurance, Aditi's team is here to help you build and scale your network with confidence.

ADITI
CONSULTING

Aditi is a leading digital engineering services company. We partner with established and emerging enterprises by leveraging borderless talent across three continents to achieve transformative outcomes that will reshape their trajectory. We lead and support our clients' efforts to design, build, and operate the products, systems, and processes required to deliver impact by leveraging deep insights, practical knowledge, and human spirit.



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