



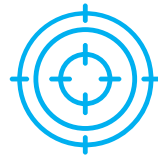
## Case Study

# NOC Setup for a Leading Telecom Company in Latin America



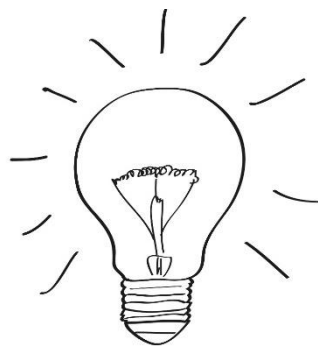
## Overview

A leading telecom communications company operating in Puerto Rico, the Caribbean, and other parts of Latin America sought to enhance its network operations efficiency through a centralized Network Operations Center (NOC).



## Scope

- 24x7 Network Operations Center (NOC) Support
- Tier 1 and Tier 2 Operations Support
- Event and Incident Management
- Fault Investigation, Isolation, and Resolution
- Coordination with 3rd Parties
- KPI Monitoring and Reporting
- Support for Proactive and Reactive Maintenance
- Assistance for Change and Configuration Management Teams
- Handling Inbound Calls Related to Incident/Fault Reporting



## Challenges

- Lack of centralized monitoring and operations management, leading to inconsistent issue resolution.
- Frequent network downtimes affecting customer satisfaction and service quality.
- Inefficient coordination among internal teams, impacting response times.
- Limited scalability to handle increased demands and expand services.





## Solution

- Established a scalable and effective NOC infrastructure, ensuring seamless data connectivity and real-time monitoring of network resources.
- Built a dedicated NOC team offering Tier 1 and Tier 2 support to address varied operational requirements and complex challenges.
- Implemented **Oracle Communications Unified Assurance (OUA)** for proactive monitoring, event correlation, and incident management.
- Developed a **Knowledge Acquisition and Transfer Repository** to streamline processes, enabling quicker training and better knowledge retention.
- Provided **24x7 shadow support**, ensuring experienced personnel were always available to guide the primary NOC team during critical incidents.

## Business Value Delivered



- **Enhanced Operational Efficiency:** Freed up internal IT staff, allowing them to focus on strategic projects and innovation.
- **Expanded Service Offerings:** Enabled proactive network monitoring, rapid incident response, performance optimization, and security management.
- **Improved Customer Satisfaction:** Delivered round-the-clock monitoring and faster resolution times, leading to higher retention rates and referrals.
- **Reduced Downtime:** Ensured 24x7 monitoring and fault resolution, minimizing service disruptions and enhancing reliability.
- **Scalable Infrastructure:** Created a future-ready NOC setup capable of supporting growth and adapting to evolving business needs.



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