NOVA INCEPTA
DELIVERING COMMUNICATIONS THROUGH EXPERIENCE

> " *The customer was running out of ideas. Our team's input helped them to focus as a team and our project management experience helped us to step back and look at the problem objectively.* "

Nova Incepta helps reduce faults and generate revenue in Frame Cleanse Project

"Clean-up" project creates almost £5m of new revenue opportunity for global operator

International telecoms engineering consultancy group Nova Incepta has helped a global operator to reduce its telephony fault rates in an MDF frame cleanse project that has had dramatic results for the telecom operator. The fault rate has plummeted from 60 to just 10 incidents per day and also released over 22,000 POTS and 13,000 DSL circuits for use, potentially generating an annual revenue stream of over £4.6M in one exchange alone.

Background

Two of the operator's telephone exchanges were experiencing acute congestion in the jumper beds due to the cumulative effect of extending the system and repairing faults. This had led to high fault levels and severe problems in running new jumper wires because it was almost impossible to remove dead jumpers.

The Challenge

The telecom operator's telephone exchanges were struggling for capacity and had a very high level of faults. Repair was difficult at the exchanges and the cost of fault repair was spiralling out of control.

The lack of available space was making provision for new customers more and more difficult. At the same time there was an increasing likelihood that the provision of service to a new customer would lead to faults for the existing ones.

Nova Incepta's expertise was needed to "clean up" the exchanges, making way for additional capacity and easier fault management.

Before

After

"

What we contributed was not rocket science, nor was it anything at all complex - it was simply a question of pausing for breath, looking at the problem with fresh eyes and doing what needed to be done simply and effectively.

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The Solution

Working with the operator's in-country project team, Nova Incepta helped to create a programme to clean up the exchanges. The project involved building a mini change-over frame to carry good circuits, to move DSLAM SLOT blocks over to the primary side, and to install rods specially designed by Nova Incepta to help improve jumper routing and to proceed level by level in order to ensure that all dead circuits were removed and new jumpers installed as necessary.

The result has been a dramatically improved environment with clear circuitry and much easier fault management. Before and after pictures illustrate the impact of the MDF clean-up and the ability of engineers to manage the circuits more effectively in future.

"The exchanges now have a clean and ordered appearance which truly reflects what we have been able to achieve," said Paul Evans, Nova Incepta's Supervising Consultant. "This has been a most rewarding project and we have been able to complete it knowing that there are tangible results in terms of improved performance and cost savings for our customer."

The results include the fact that the operator now has over 22,000 more POTS circuits available for use, plus over 13,000 DSL circuits. A rough calculation in terms of revenue from the ability to use those DSL circuits, potentially delivers revenues of some £5M.

In addition the fault rate has dropped significantly – daily MDF faults have dropped from 60 to 10 – a saving of around £500,000 per year. It also saves on staff costs with around three less MDF technician staff required to handle the faults.

The operator is delighted with these results as their system is functioning much better and they can deliver a much more reliable service – and the working environment for their team has been significantly improved. Nova Incepta's support has been invaluable.

Nova Incepta operates globally to provide people and skills for telecoms projects world-wide. The company delivers a proven range of engineering, operations, regulatory and sales consultancy services to the telecoms industry, in areas such as network transformation, repairs, network interconnect, optimisation and security, legacy technology support and training & education.