aspire Perfecting Networks

Cloud Third-Party Support

Looking to extend support for your cloud platform?

Numerous operators and enterprises are experiencing increased software and support fees by Telco Cloud solution providers changing their pricing models, which severely impact business continuity and network Total Cost of Ownership (TCO).

Many operators are now assessing their options or have already decided to replace these Telco Cloud solutions with others in the market. However, until migration is completed, operators will still have interim Software fees, plus the cost of Support.

Our solution

Aspire has over the years delivered Software Support solutions that replace the need for Level 3 support from vendors, particularly in swap-out scenarios, but also for End of Life (EOL) and End of Support (EOS). We operate 24/7/365 and our teams have deep multi-vendor expertise, including traditional Network Equipment Manufacturers (NEM), but also specialized and more niche Cloud Solution providers.

Specifically for Telco Cloud solutions, Aspire's Support services include:

1 Multi-vendor support for Critical, High, Medium, and Low priority cases

2 Dedicated team of Telco Cloud specialists who know the network and operating environment

3 Governance complying with industry standard SLAs

4 Day-2 Horizontal and Vertical End-to-End cloud support including Application and Infrastructure

5 Routine Health-Checks, Interventions, Investigations, and Planned Works support

Operator
LEVEL 1
LEVEL 2

Aspire
DEDICATED LEVEL 2.5

Vendor
DISTRIBUTED LEVEL 3

Aspire Software Support services include the following benefits:

1 Reduced Software Support related OpEx

2 Improved Time to Resolve (TTR) of Telco Cloud issues, including Emergencies

3 Improved quality of service for end users

4 Reduced Time to Market (TTM) for services

WATCH EXPLAINER VIDEO

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In addition to Support services, Aspire also supports clients with integration, migration and onboarding services to ensure the most secure, efficient, and timely swap out of Telco Cloud solutions.

Aspire's multi-vendor experience allows our clients to consolidate multiple Service-Level Agreements (SLAs) into a single one, significantly reducing complexity and costs while improving operational efficiency. Our end-to-end network knowledge combined with technical expertise, allows Aspire to offer services across entire Cloud solution lifecycle, creating a one-stop shop for Telco Cloud services.

DESIGN & INTEGRATION **MIGRATION** **ONBOARDING** **SUPPORT** **TRAINING**

One stop-shop for Telco Cloud services

References

GROUP OPERATOR
Central America

TIER 1
Group Operator

TIER 1
Group Operator

TIER 1
Operator

Telco Cloud Support

24/7 Cloud Platform L2.5 Support without vendor L3 support with 100% SLA achieved. Significantly reduced support services associated cost for the client. In addition to L2.5 Support, provided Onboarding services for the new Telco Platform for multiple Core Network Application vendors and developed CI/CD pipelines focused on Onboarding processes, including Network Scaling, thus significantly minimizing Time-To-Market (TTM) and human error during the service rollout process.

RAN, Core Network and Charging System Support

Core, Charging, and RAN support without vendor L3 support on the multi-vendor network across 26 markets including Proactive O&M, Network Investigations, and Interventions resulting in a 60% reduction in support costs.

Telco Cloud Support

Auditing Cloud solution, operational across four Data Centers, addressing Cloud performance and capacity-related issues relevant to Cloud daily Support operations, reducing OpEx investments. Extending the scope of the service across Application and Infrastructure layers, thus providing holistic end-to-end analysis.

Mobile Core Network Support

L2.5 Support on Data Core network covering all technologies (2G-5G). Leading all major network evolution activities, combining the service with design planning, optimization, integration, and testing components, contributing significantly to the overall OpEx cost reduction.

About Aspire

Aspire, a subsidiary of NEC Corporation, delivers highly specialized network services and software solutions to fixed and mobile operators, vendors, system integrators, and technology partners across the whole network lifecycle.

Our expertise covers all network domains and technologies including Telco Cloud for all major vendors. We are truly end-to-end and multi-vendor.

We deliver projects globally, with an international expert team of network and software engineers located all around the world. We leverage our Open Lab in Europe featuring over 30 vendors across Cloud and NFV, in addition to NEC Labs globally.

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