aspire Perfecting Networks

madiacom

Project Success Story

Oracle Communications Unified Assurance

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1. Executive Summary

MADIACOM partnered with Aspire to deploy Oracle Communications Unified Assurance (OCUA), transforming its Network Operations Center (NOC) through automation, advanced analytics, and seamless ticketing integration.

Key Highlights:

- **Automated Monitoring & Ticketing:** Reduced manual effort with real-time event correlation and integrated ServiceNow ticketing.

- **Operational Efficiency:** NOC users now operate from a single, unified interface—streamlining daily tasks and boosting productivity.

- Tangible Results:

  - ✓ 40% reduction in incident resolution time (MTTR)

  - ✓ 25% increase in resolved interventions

  - ✓ 25% reduction in resource needs

  - ✓ 35% improvement in user satisfaction

Why It Matters:

This project demonstrates how even a small telecom operator can achieve enterprise-level automation, improved incident response, and enhanced customer experience—all while reducing operational costs.

Client Quote:

"A life-changing solution that simplified our operations and boosted our efficiency."

Aspire's deep telecom expertise, combined with the power of Oracle OCUA, delivers scalable NOC automation that's ready to transform your operations.

MADIACOM: Pioneering Telecommunications in the French Antilles and French Guiana

Founded in 2020, MADIACOM has quickly established itself as a key player in the telecommunications sector, managing the markets of the French Antilles and French Guiana. As a joint venture between Digicel and Free Caraïbes, MADIACOM leverages the strengths and resources of both parent companies to deliver exceptional telecommunications services.

About NEC Aspire Technology

NEC Aspire Technology (Aspire) is renowned for its comprehensive solutions and services that optimize the deployment, performance, and operations of customer systems and networks.

Aspire is a trusted partner of Oracle and actively engaged in deployment and customization of Oracle Unified Assurance for Network Operations Centres (NOCs) in mobile and fixed operators in order to maximize the benefits of the solution for the operation.

Beyond Network Operations related services, their expertise spans the full network lifecycle, from 2G to 5G, and includes network planning and design, rollout, and optimization. Aspire Technology's commitment to innovation and excellence makes them a valuable partner in the telecommunications industry, realizing major improvements in network performance and quality of experience and generating significant CAPEX and OPEX savings.

2. Project Overview

As an organisation, MADIACOM believe in collective intelligence and promote decision-making, accountability, and autonomy while ensuring intelligent daily collaboration with a well-being approach.

With the above in mind, Madiacom selected Oracle's Unified Assurance Solution (Oracle Communications Unified Assurance) Solution as a key enabling solution in their drive to enable operational and customer efficiencies with Aspire Technology providing the associated consulting and implementation services.
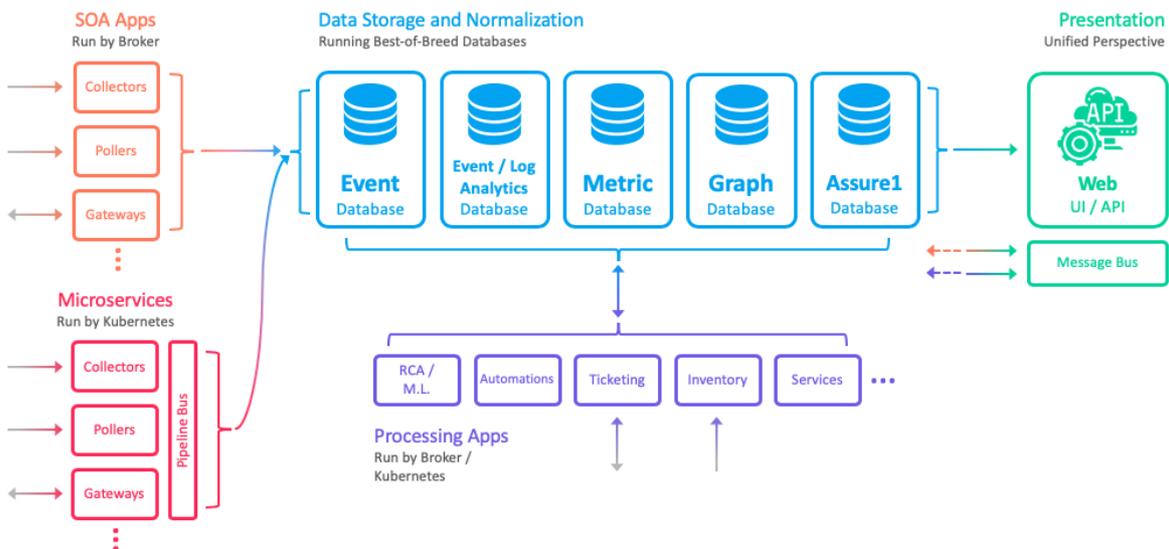
Unified Assurance Hyperscale Architecture

This project aimed to integrate fault, performance, topology, and service level management into a single scalable platform, enhancing network operations with AI-driven insights, real-time monitoring, and automated root cause analysis solutions. Specifically, Madiacom wanted to enhance their Network Operations Center efficiency by reducing manual interventions, improving customer awareness and facilitating enhanced incident and network change management activities.

3. Project Objectives

The primary objectives of the Oracle Communications Unified Assurance consulting and implementation engagement included:
- **Automation of Daily Tasks**: Reduce manual intervention by automating the discovery of new network devices respective metrics polling, faults and incidents management.
- **Enhanced Event Correlation**: Aggregate and enrich fault data, correlate events, and automatically if incident tickets should be opened.
- **Improved Operational Efficiency**: Streamlining NOC operations by integrating Oracle Communications Unified Assurance with the Ticketing System.

4. Scope of Work

The scope of work covered:

- **Solution Design**: Solution Design to ensure comprehensive planning and execution.

- **Solution Installation**: Including Production and Staging environments to ensure robust and reliable operations.

- **Integration**: Fault and performance management of devices and existing EMS/NMS/OSS systems.

- **Classification and Configuration**: Alarms and event processing to streamline incident management. Activities completed by Aspire included:

    - Setup of basic alarm mechanisms

    - Alarm List and Filters

    - Deduplication

    - Auto-Clear

    - Alarm Enrichment

    - Expiration

- Suppression

- RC3 activation

- Supervised correlation

- ML Anomaly Detection

- Topology-based RCA

- **Correlation Policies**: Establishing policies for effective event correlation. Customized correlations specifically addressing Madiacom requirements were developed for High and Major Incidents, amongst others. Specific correlations covered aspects such as:

  i) Total or partial disruption of more than 5% of the critical service (voice, SMS, or data) in the territory (2G/3G/4G service unavailable)

  ii) Level 3 fiber break (international connectivity)

  iii) Level 2 fiber break (fiber site carrying several sites)

  iv) Loss of service or degradation of a BSC/RNC

  v) Loss of service of several sites simultaneously

  vi) Degradation of the quality of several cell sites simultaneously with a critical alarm "performance threshold exceeded"

  vii) Nodal site running on battery or with cooling system failure

- **Performance Metric Configuration**: Setting up metrics to monitor network performance. Example activities completed as part of the Aspire delivery included:

  - Setup metric collection

  - Standard metric activation

  - Standard Threshold configuration

- **Presentation Layer Configuration**: Executive and Operational reports and dashboards for enhanced visibility and management. This included completion of a variety of Dashboards and Reports covering both technical and management users, activation of Vision functionality with weather overlays and the activation of ML Analytics and Anomaly Detection.

- **Integration with Ticketing System**: Seamless integration of Oracle Communications Unified Assurance with the Madiacom ServiceNow Ticketing System for efficient and enhanced incident management. The Bi-Directional integration completed by Aspire included:

✓ Opening of Ticket in ServiceNow with alarm information

✓ Update of Alarm with Ticket information

✓ Update of the Ticket depending on alarm behaviour

✓ Creation of customized tool to manually open tickets from alarms

✓ Customized integration for usage in all RCA policies

- **On-the-Job Customized Training & Support:** Customized OJT training on using the deployed Unified Assurance Solution, which was supplemented with ongoing support and consulting. Follow-up User and Administrator training was also provided over a 3-week period of 8 x 4-hour theory and practical workshop sessions.

5.   Implementation Details

Aspire deployed a strong team to successfully deliver the project. Strong Leadership from the Project Manager, allied to technical leadership from our Unified Assurance Technical Lead, was supplemented by the OUA Engineering team (bringing together deep experience in telecommunications and strong software engineering expertise). The combination of Unified Assurance and Telco knowledge is something which Aspire are proud to utilize in enhancing our delivery to Telecom Operators.

The Oracle Communications Unified Assurance implementation included several key components:
- **Oracle Communications Unified Assurance**: Installed in Martinique to manage fault, performance, topology, and service level management.
- Oracle Communications Unified Assurance Ticket System Adaptor: Integrated with the Ticketing System.
- **Oracle Communications Visualized Assurance:** Vision – GIS Maps enabled for enhanced geographical insights.
- Oracle Communications Unified Assurance Event History and Analytics: Activated for comprehensive historical data analysis.
- **Customization**: Customizing the solution to meet MADIACOM's specific requirements
- **Delivery Readiness**: Ensuring the project was delivered on time, with the parallel implementation of a new Ticketing System

6. Outcome

The primary aim of the programme was to significantly enhance the efficiency, productivity and expertise of the NOC team. The automation project has had a transformative impact on MADIACOM's NOC users. They have moved from using several screens to just one screen that displays all the required information. This streamlined approach has significantly improved their efficiency and user experience. NOC users are delighted with the new system, with the Network Operations Manager describing it as a *"life-changing solution that has simplified their daily tasks"* and enhanced their overall productivity.

Major Benefits were secured across NOC Operational activities in:

Average incident resolution time (MTTR)	**40%** REDUCTION
Number of critical incidents undetected beforehand	**45%** DECREASE
Average time for network change approval	HALVED
NOC operator satisfaction	**30%** INCREASE

Major KPI ENHANCEMENTS included:

Productivity Gains	**25%** Increase in resolved interventions
Cost Reduction	**25%** Reduction in resource requirements due to automation
User Satisfaction	**35%** Improvement in customer feedback

7. Client Testimonial

"With Aspire's solution, we have significantly improved our incident response times and reduced manual interventions. The automation and analytics tools have given us better visibility and control over our network operations."

Aspire have a strong history of both building and running NOC environments from a User perspective. This experience allied to the OUA expertise ensured that the deployment of OUA in Madiacom has significantly enhanced to speed and capability of the Madiacom NOC team. This is a major transformative step in operational efficiency and tremendous building block for future next steps.

8. Lessons Learned

The success of the project was significantly enhanced by the strong collaborative approach during the solution specification stage. Madiacom brought clarity in terms of their project objectives whilst Aspire utilised their deep Telecoms expertise with NOC Operations globally to bring best practice solutions into the design stage. The project additionally identified further solutions enhancements with a particular focus on further integrations using AI and enhancing ticket correlation opportunities.

9. Community and Market Impact

With a strong presence in Martinique, Guadeloupe, St. Martin, St. Barthélemy, and French Guiana, MADIACOM plays a crucial role in enhancing connectivity and supporting local communities. Despite being a relatively small company with approximately thirty employees, MADIACOM has made significant strides in the industry. Their focused approach and strategic partnerships have enabled them to grow and maintain a competitive edge in the market.

10. Conclusion

MADIACOM's success is driven by its commitment to excellence, innovation, and customer satisfaction. By continuously investing in technology and fostering strong community relationships, MADIACOM is well-positioned to lead the telecommunications sector in the region for years to come. The successful implementation of Oracle Communications Unified Assurance with the expertise of NEC Aspire Technology marks a significant milestone in their journey towards operational excellence and enhanced customer experience.