

Telco Simplifies Advanced IP Service Delivery



Vodafone Ireland Enterprise Customer Solutions uses automated network management to simplify Advanced IP Service Delivery.

EXECUTIVE SUMMARY

Customer Name: Vodafone Ireland ECS Division
Industry: Telecommunications
Location: Ireland
Division Size: Approximately 60 employees

BUSINESS IMPACT

- Provides simple, unified access to national network
- Reduces device deployment and management time
- Improves customer service
- Enables IP service-level agreements

Business Challenge

Vodafone Ireland launched its Enterprise Customer Solutions (ECS) division after acquiring Irish IP network operator firms, Interfusion Networks in 2011 and Complete Telecom in 2012. A key goal of the new division was providing Irish companies with advanced IP-VPN services to support the convergence of voice and data networks. To provide these services cost-effectively, ECS built a new national Carrier Ethernet backhaul network, eliminating long-haul charges back to its Dublin headquarters. Based on a long-standing relationship with Cisco, Derek Gaff, network architect for Vodafone Ireland ECS, used 100 percent Cisco® equipment to create 10 gigabit Ethernet rings, one around Dublin and two encircling the northern and southern halves of the country.

For network management, both Interfusion Networks and Complete Telecom used a network performance monitoring solution that lacked key features Gaff knew were essential for supporting advanced IP services for high-end enterprise customers. Gaff set out to find an ISP-grade network management solution that supported Ethernet over Multiprotocol Label Switching (EoMPLS) and that would enable Vodafone Ireland to validate IP service-level agreements (IP SLAs).

Solution and Results

After investigating a range of solutions, Gaff opted for Cisco Prime™ Carrier Management, an integrated suite of applications that simplify the lifecycle management of next generation networks and services. Cisco Prime™ Carrier Management offers integrated and automated execution of service design, fulfillment, assurance, and analysis tasks. Each application within the solution has made it simpler and faster for ECS to manage its network and help ensure optimal service levels for its customers.

Cisco Prime™ Carrier Management provides single sign-on access to all domain managers of the suite, saving time and reducing complexity for ECS staff. Drag-and-drop provisioning across the entire network has reduced the time that it takes to integrate Layer 2 Ethernet circuits across the MPLS backbone from up to 3 hours down to 20 minutes. Comprehensive device operation, administration, and network fault management provide ECS with point-and-click visibility into every network device. Cisco Prime™ Carrier Management also enables ECS to precisely monitor the status of its 10 gigabit Ethernet circuits and IP SLAs by providing easy-to-read, meaningful performance reports.

Partner

Eirtec Consulting, a systems integrator and Cisco partner, helped Vodafone Ireland ECS install and configure the Cisco Prime™ Carrier Management solution.

“Cisco Prime™ Carrier Management saves us a tremendous amount of time while dramatically improving our services. Centralizing management makes changing the network faster, easier, and more reliable, and enables us to deliver on and validate our SLAs.”

— Derek Gaff, Network Architect, B&E -ECS-Tech Ops-Engineering, Vodafone Ireland Limited

Call to Action

To learn more about how Cisco Prime™ Carrier Management can help you manage your network faster and easier, visit <http://www.cisco.com/go/prime-carrier>.



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