



How CENX Helped a Global Tier 1 Service Provider Achieve Annual Opex Savings of 38%

Facts at a Glance

Goals

- » Improve untrustworthy circuit inventory data
- » Rapidly isolate fault and correlate data across disparate maintenance systems into actionable for the NOC
- » Provide granular intelligence to forecast and optimize capacity to avoid costly blanket bandwidth updates

Value

CENX Exanova Service Intelligence & Professional Services

- 40%** Reduced costs of cleaning inventory data by 40%, which improved fault isolation
- 25%** Reduced time to triage and repair service degradations and outages by 25%, which improved customer experience and reduced opex
- 40%** Reduced dispatch and truck roll frequency and costs by 40%
- 70%** Increased efficiency of SLA management process by 70%

Looking Ahead

- OPEX SAVINGS** Potential to drive up opex savings through efficiencies of scale as number of sites grows from 50K to 70K to 90K and the number of subscribers grows

One of the main problems facing service providers around the world is that disparate, legacy systems inhibit the ability for Network Operations Center (NOC) personnel to efficiently and effectively do their jobs and remotely identify, diagnose, and resolve network issues.

Isolating Fault and Service Degradations in Real Time

Disparate fault, performance, and utilization systems in the service provider's Ethernet mobile backhaul network were causing NOC technicians to be unable to identify and isolate faults and service degradation in real time. Adding to this problem, they swivel-chaired between the different systems in order to piece together an understanding of the end-to-end network topology. They needed a solution that would enable them to effectively correlate fault, service OAM, and utilization statistics in a single, end-to-end view of the network to quickly identify the root cause of network degradations and outages.

Accurately Visualizing Circuit Data

Another challenge the service provider faced was that it did not have an accurate view of the network topology and circuit paths. This was the result of the underlying network inventory being flawed, which made it even more difficult to segment and isolate network issues.

Deploying CENX Exanova Service Intelligence

CENX facilitated a discovery workshop with the service provider's network operations team. The resulting business case showed that Exanova Service Intelligence would solve the [service provider's challenges and deliver a significant Return on Investment \(ROI\)](#).

With the help of CENX, the NOC now has easy-to-use visualization, automation, and management tools at their fingertips, such as:

- » Continuous audit of multiple data sources to deliver trustworthy, actionable intelligence
- » Central accurate repository of the Ethernet backhaul inventory and topology
- » Single dashboard to visualize, monitor, and troubleshoot the end-to-end network, down to individual components like backhaul circuits, routers, cell sites, and on-net/off-net segments
- » Real-time Troubleshooting module to isolate faults to specific network segments, automatically identify the problem owner, and use one-click testing to validate and troubleshoot issues
- » Network Analytics module for performance analytics and capacity planning

Another one of the key benefits of the CENX solution was that the service provider was able to leverage their existing network systems. CENX's Professional Services team deployed and integrated Exanova Service Intelligence into the legacy infrastructure, which avoided having to rip and replace any existing systems and protected the millions of dollars in investment the service provider had previously made into these systems.



Service Provider at a Glance

Global Tier 1 mobile service provider
50,000+ Carrier Ethernet sites in the USA
100,000,000+ subscribers worldwide

Solutions

Mobile Backhaul Management

Function

Service Management and Assurance

Solution

Exanova Service Intelligence and
CENX Professional Services

Base Modules:

- Continuous Data Audit
- Service Visualization

Modules:

- Real-time Troubleshooting
- Network Analytics
- SLA Management

exanova Service Intelligence



What is Lifecycle Service Orchestration?

CENX's Lifecycle Service Orchestration (LSO) solution combines Exanova Service Intelligence software and CENX's value-added professional services. Exanova provides a comprehensive LSO solution that includes Dynamic Network Analytics (DNA), a unified Service Information Model (SIM), and real-time, contextual search and visualization to bridge the operations gaps between physical infrastructure and virtualized network functions (VNFs) in SDNs. Exanova automates key operations activities, including capacity planning, workflow orchestration, data reconciliation, and assures services with powerful, visual tools for rapid fault isolation, root cause analysis, and SLA management. Exanova's LSO delivers demonstrable business benefits—from clear ROI with increased revenue through accelerated time-to-market, and significant cost efficiencies from faster and more accurate fault, performance, capacity, and SLA management.

Learn more about [Lifecycle Service Orchestration](#).

About CENX

CENX transforms network big data into real-time actionable intelligence. We accelerate end-to-end operations by harnessing dynamic analytics and web-scale computing to visualize, manage and assure data services across multi-vendor, SDN and NFV networks. Our software solutions are deployed by the largest, most innovative service providers worldwide. www.cenx.com

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