



POWERED BY COMMUNICATIONS,  
DRIVEN BY VALUES,  
INSPIRED BY PEOPLE.

#### THE OVERVIEW

- ▲ Setup of brand new Network Operations Centre in Bucharest, Romania covering 4G/5G RAN, Access Transport and OSS during a vendor swap Transformation project;
- ▲ Service Assurance including Incident, Problem and Change management;
- ▲ Automation deliverables as part of contract, dedicated C44 Automation team provided.

#### THE CHALLENGE

- ▲ New office, infrastructure, resources, processes, toolset all to be setup as part of new service offering from Romania;
- ▲ Multiple programs running in parallel – ever-changing operational landscape;
- ▲ Segregated office space provided to manage ~50 personnel whilst complying with ISO 27001 / NIST security standards.

#### OUR RESULTS

##### Successful service setup

- ▲ State-of-the-art NOC setup on-time with all required IT, connectivity, infrastructure etc;
- ▲ Fully functional NOC (FO/BO/OSS/SA/Reporting), meeting all applicable transition milestones on-time;
- ▲ Local senior level management function and Automation strategy / development team.

##### End to end successful service delivery

- ▲ Improved KPIs compared with incumbent operations MSP;
- ▲ No major service failures since start of project (Jan 2019).

##### Optimization and Automation

- ▲ Ongoing CSI and process optimization;
- ▲ New tool introduction – ESOA;
- ▲ Development of SA platform.

