

Customer: Competitive Local Exchange Carrier



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Business Problem

A CLEC - Competitive Local Exchange Carrier - is a telephone company that competes with an established Incumbent Local Exchange Carrier - ILEC - by providing its own communication services.

CLEC was the outcome of the Telecommunications Act of 1996, which was intended to promote competition among both long-distance and local phone service providers.

Due to the large quantity and the similarities in services provided, the main challenge that CLECs face today is how to differentiate themselves from the competition. One of the key attributes for customer retention is the quality of service provided by the CLEC which in turn is directly tied to network infrastructure availability.

Quick fact

Network outages result in:

- Revenue loss
- Productivity loss
- Damaged reputation
- Customer dissatisfaction
- Impaired financial performance

Business Problem

Due to an oversubscribed and congested network infrastructure, a cost-conscious Competitive Local Exchange Carrier (CLEC) experienced recurring network-wide outages which brought operations to a halt several times per month.

The continuous outages dented the firm's productivity and competitiveness as hundreds of end-customers were dissatisfied by the excessive network downtime each month. With little spending power for investing in further capital expenditures and limited accessibility to adequate support from the hardware manufacturer, the CIO engaged Multiven to assess and help provide a lasting solution to this problem.

With a multivendor TAC consisting of a 100% pool of industry-experts, cutting-edge tools and proven methodologies, Multiven can help you:

- Improve efficiencies
- Eliminate network downtime
- Lower cost-of-network-ownership
- Maximize infrastructure performance

Industry Sector	Revenue Lost / Hour
Energy	\$ 2,817,846
Telecommunications	\$ 2,066,245
Manufacturing	\$ 1,610,654
Financial Institution	\$ 1,495,134
Insurance	\$ 1,202,444
Retail	\$ 1,107,274
Transportation	\$ 668,586
Overall Average	\$ 1,566,883

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Network Challenges

Due to a minimal budget for operational expenses, and an almost non-existent capital expenditure allocation, the growing CLEC was pushing its network hardware resources to their maximum capacity.

With traffic pushing linerate, the network became oversubscribed and extremely congested. This resulted in frequent outages that not only affected the daily operations of the company, but also its hundreds of end-customers who were reliant on extreme network availability.

The company contacted its network maintenance service provider - the equipment manufacturer - multiple times to obtain a solution to this vital network problem, but unfortunately, the same flawed diagnosis and solution was always presented to the CLEC: "replace the hardware". The CLEC's repeated call for a root-cause-analysis and an engineering failure analysis fell on the manufacturer's deaf ears.

Solutions

Multiven provided the CLEC with a team of expert engineers that assessed and resolved the problem efficiently and cost-effectively.

Multiven engineers performed an extensive root-cause-analysis which immediately revealed that the real cause of the outages was not a hardware failure as suggested repeatedly by the equipment manufacturer technical assistance center personnel but a software failure triggered whenever traffic throughput on the linecard approached linerate. Hence, **the \$100,000+ linecard should never have been replaced at all.**

Multiven successfully mobilized and led worked hand a team of software development engineers from the equipment manufacturer to ensure a lasting solution to this problem.

Business Results

Multiven successfully implemented a cost-effective solution that provided the client with significant improvements in network reliability and sustainability.

Additional benefits included:

- Dramatically enhanced performance and availability of the network infrastructure
- Improved end-customer satisfaction
- Significant cost savings from a better utilization of existing network hardware assets
- Differentiated services portfolio and customer success

Quick fact

The older a network hardware or software is, the more stable it becomes.

$$\text{Network Availability} \propto \frac{1}{\text{Age of Hardware \& Software}}$$

For additional information, please contact your Multiven Network Representative. You can also visit our web site at www.multiven.com or call +1-650-352-1322