

Remote Site Challenges

Remote sites are a major part of New Zealand corporate businesses – in today's climate customers need to efficiently monitor and manage critical systems on site

- Many do not have ICT support “on site”
- Incident diagnostics relies heavily on site staff – normally not skilled in ICT, and field engineering personnel
- Power and other environmental issues are common with no visibility from central management systems
- Cost for support, maintenance and diagnostics is inevitably high

Challenge

- Power - Around 30 percent of telecommunications incidents are caused by local power issues – and we don't know about it
- People - There are none, or they are simply not able to advise/help on site
- Pinpoint - Where do we start looking Site/access/core?
- Cost - To manage and rectify remote site incidents



Current Incident Process (Based on example provider)

- Fault raised in proactive or reactive ticket
- First line tries simple diagnostics to get to remote site – ping
- Customer contact is asked to perform level 1 checks of site, router and NTU/CPE (can be confusing and take a long time to organise)
- Customer is then asked to reset devices (comments as above)
- Tier 2 support and Field Engineers engage only once the above processes have been completed (may breach SLA due to time lapsed)
- Around 30% Power Related
- Power is the highest volume of cases logged
- Just under 10% of cases have unknown cause (Could be power)

The Solution

The **NetSense Probe** solution comprises of an intelligent probe on each customer remote site, monitoring, recording and managing critical equipment and environment conditions. The probes communicate with a central management server both over the network and via backup communication, forming a powerful remote site management and monitoring solution.

Purpose:

- Automate remote site monitoring and management
- Reduce cost of incident management / diagnostics
- Reduce resource burden on both customer and provider
- Reduce SLA breaches
- Increase revenue – value add service
- Increase service offering E2E
- Quicker restoration
- Positive customer perception

First level diagnostics

- Meaningful site alarms for 1st level
- Differentiates between a site power issue or a network issue
- Ability to reset devices on remote sites
- Ability to access site devices even if circuit is down

How it works

- Incident case raised proactive, reactive
- Probe sends power alarm or network alert via independent out of band management connection.
- First line match alarm with ticket and advise customer of power issue at remote site, or advise circuit issue at Alert point. (*Site diagnostics reduced dramatically*)
- SLA clock stopped for power problem until customer verifies or requests help, or case closed.
- If not power, passed to second level to diagnose both from centre out and remote probe in, thus isolating fault and directing Field engineer to fault location. (*Within hour 1*)

Estimated savings using NetSense Probes

- Estimated Cost reduction of isolating power incidents p/a
- Estimated Cost reduction of up to 30% resource hours p/a
- Create revenue stream offering remote monitoring solution
- Revenue stream covers cost of deployment + margin
- Cost savings can also be realised in the field (not included in these estimates)

Customer benefits

- Cost reductions of up to 30% per annum in IM
- Optimised remote site diagnostics and monitoring
- Immediate identification of power incidents
- Potentially less down time by up to 25% (1st level optimised)
- End to end solution for telecommunications requirement
- Peace of mind and Value Add

