

Trouble Ticket & Work Order Solutions



Summary

Goals

- Minimized back-to-service time
- Excellence in customer service
- Enhanced information exchange

Solution

- Ascom TTWOS

Benefits

- Robust and scalable core
- Incorporates telco best practices
- Customizable to business needs

Business scenario

Today's telco market is more competitive than ever before. Excellent customer service and the high availability of all network components rank among the critical factors for a successful telco operator. Hence the fast identification of failures and efficient trouble-shooting are essential.

At this stage the situation for international operators is characterized by national branches with heterogeneous IT environments. Keeping this in mind, it is obvious that there is a great need to optimize the information flow between the company's subsidiaries and furthermore that dealing with multi-vendor equipment is a challenge which has to be met by each company-wide technical solution.

Goals to be achieved

A technical solution which helps the operator by reducing the "back-to-service time" should therefore have the following objectives:

- Tracking of failures, i.e. trouble ticketing

- Accelerated and more efficient processing of faults
- Enhanced information exchange between
 - internal departments
 - external service or content providers
 - suppliers
 - other operators
 - valuable customers
- Support for sequence of operation workflows when processing internal or external incidents or problems
- Support for processing of work orders
- Convenient access for all staff members
- Detailed reporting to support quality assurance and continual improvement.

The Solution

Ascom's proposed solution for a company-wide Trouble Ticketing & Work Order System (TTWOS) is composed of the following ingredients:

The Remedy Action Request System (ARS) is the foundation upon which Ascom's solutions are built.

Ascom has added *TTWOS* as a condensed form of its long-standing experience in the telco sector and its expertise in widely-accepted standards, e.g. *eTOM*, *ITIL*, etc.

A tailor-made system like *TTWOS* has major advantages over a standard package:

- *TTWOS* constitutes the telco type of a business support system and incorporates accepted and field-tested best practices
- *TTWOS* is fully customizable and adaptable to existing telco business processes
- *TTWOS* is tailored to the needs of internationally-acting telco operators
- Only the functions which are actually required are presented to the user. This leads to a lowered adjustment effort and fewer costs for the user help desk.

- Software maintenance expenses arise merely for the implemented and used functions

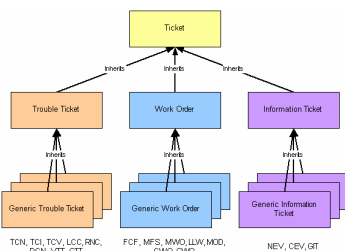
TTWOS can be used in the Call Center (Customer Care) as well as in the NOC and also by the field service. It is targeted for a multi-vendor technical environment and can be integrated with several different systems:

- TMN platforms (TeMIP, HP OpenView, Tivoli)
- Accounting & Controlling (SAP)
- Billing
- Fault Management
- Mobile Workforce Management
- GIS
- ERP and Database systems

TTWOS Base

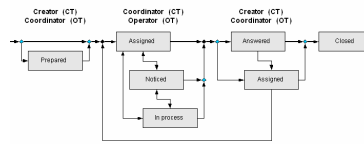
In addition to and on top of the *Remedy ARS Core* with its advanced three-tier architecture, *TTWOS Base* adds a whole range of additional concepts, features, functions and assets which profit from Ascicom's long-standing experience and practice in the telco business sector.

- **Hierarchical ticket concept:** Tickets are derived from existing ticket categories and consist of generalized and specific fields and workflow sequence definitions. On the top level the following ticket types are available:
 - Trouble Tickets
 - Work Order Tickets
 - Information Tickets



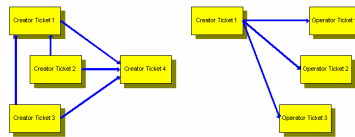
- **Role and group concept:**
 - Creator, Coordinator and Operator role
 - Ticket access rights are related to roles and groups
 - Ticket assignment on the basis of roles and groups

- **Generic ticket state model**
 The flexible model has been prepared for upcoming extensions in future.



- **Multi-Ticketing**
 Can be used for e.g. work orders for installation of the same software patch within hundreds of network elements.

- **Splitting and Merging of tickets**



The following features are already included in the basic package:

- Extended printing functionality (The ARS printing functionality allows only the printout of simple screenshots without adjustments)
- Server-based faxing (enables the transmission of tickets via fax directly out of the GUI)
- Enhanced attachment handling (access rights, attaching of arbitrary documents and files to each ticket)
- Network Logbook
- Extended Notifications (ARS, Email, SMS, Fax widely configurable by users)
- Advanced Service-Level agreements (**SLA**)
- History data creation (All changes, transactions, corresponding persons etc. are stored within a history ticket and can be visualized with a simple click)
- Automated archiving

OSS/J Integration

This unique feature is available with Ascicom's new product "**ARS over OSS/J**". No other currently available ARS-based solution offers this feature!

TTWOS Extensions

The extensions are built on top of the base package and extend its functionality. The list below repre-

sents only an extract of the available features.

- Specific ticket types
- Specific workflows
- Specific interfaces
 - to other ARS systems
 - to external vendor systems
 - to extended notification channels
- Network emergency escalations for keeping persons without access to *TTWOS* up-to-date
 - Standard *TTWOS* notifications (email, SMS)
 - Sending of faxes directly
 - Making voice calls
- Handover feature to support shift work
- Integration of other ARS enterprise systems via *DSO* (Distributed Server Option).

Acknowledgements

The first installation of Ascicom's Trouble Ticket & Work Order System (*TTWOS*) was carried out on the initiative of *Vodafone Germany*.

Ascicom would like to express its sincere thanks to *Vodafone D2* and the staff of *TOO* for their confidence in the project and the opportunity to set up this solution.

Today more than 2,400 configured staff members use this system on a 24/7/365 basis. On a normal day about 7000 tickets are created or modified and more than 17,000 notifies, SMS and emails are dispatched by the system.

Contact

Ascicom Deutschland GmbH
 Systems & Solutions
 Charlottenburger Allee 61
 D-52068 Aachen
 Germany

<http://www.ascicom.de/syssol>

Christoph H. Rademacher
 Key Account Manager
 Business Support Solutions
 Tel : +49 (241) 96806-274
 Fax: +49 (241) 96806-225
rademacher@ascicom-ac.de