

Telecom Based Inventory Management System Integrated With Trouble Ticketing

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Integrated Trouble ticketing With Telecom Based Inventory Management Will Significantly Improve Your Operations

Overview

Today's Telecom operations are tackled with the challenge of doing more with less. This mandate is especially relevant to the trouble ticketing, where request volumes continue to increase through multiple communication methods, including phone, fax, e-mail, oral and the web. Overlaying this trend is the decrease support team, which is often problem with reduced staff, variable skill levels, and high turnover. Regardless of business conditions, organizations must ensure that employees are in the best shape to be productive for business success. Investing in technologies to automate trouble ticketing such as TTeX operations can certainly improve operation processes. Specially integrating a telecom-based inventory management tool with trouble ticketing offers a significant return on investment: integrated trouble ticketing and inventory management systems improve the customer's support "experience" by allowing technicians to identify and understand technical problems faster. A comprehensive inventory management tools enables organizations to identify, locate, and track network inventory and their changes on going basis, and can leverage automated discovery to capture this information easily.

According to TTG Uluslararsi Ltd inventory expert Mr. Yildirim, and telecommunication expert Mr. Beyaz; 55% of trouble ticketing time is taken up by trying to gather faulty network element hardware and software configuration information. At this point there is a strong link between a trouble ticketing effectiveness and its ability to leverage inventory management information from the network. According to our experience, integrating telecom-based inventory management with the trouble ticketing rationalize, offering benefits such as reduced event handling and resolution time.

Knowledge of a network element configuration, such as radio site equipment, materials and software version installed, recent changes (location and/or configuration), network settings, and peripherals, provides valuable information to identify and resolve technical issues faster. But traditional methods of collecting these details using; asking around or using man machine language and paper based inventory Microsoft Access, Excel, and non-telecom based inventory tools are time consuming, inaccurate, and inefficient. This causes frustrated, loss of revenue and churn, plus further problems within the network and organization when issues are not resolved quickly, and take longer because of inaccurate or incomplete data.

Of course, having a clear understanding of your network inventory also has significant value beyond the trouble ticketing. According to TTG, a majority of telecom companies are at risk of wasting money because of poor and non-telecom based inventory management programs.

TTG experience shows that the absence or un appropriate of an inventory management tools increases the risk of poor system manageability, potential poor service levels, violations of hardware and software license, complex or un manageable change management, and most imports are wasting time and money. Additional money is wasted when companies continue to make decisions based on inaccurate or missing data. Deploying new software, implementing upgrades, and purchasing new licenses can all add up to nothing more than a waste of money when they're done without a full understanding of what's already in the network, where network elements are located, configuration info, pictures, hardware/software versions, etc... and how it's used across the network.

This problem will continue to multiple itself and impact other areas of service provider as network grows. As the network continue to change, and operators will struggle to balance subscribers needs with corporate objectives, employee turnover, budget constraints, and other factors. Having a proactive telecom based inventory management like *NIX* (inventory management) and *TTeX* (Trouble Ticketing Tool) system in place is critical to fast and accurate customer support, making smart purchasing decisions, managing installed systems in the network, and controlling costs. We should not forget that telecom operators mainly do their investment in the network (filed) not to warehouse. With this in mind; TTG's NIX the inventory management is able to synchronize warehouse with network. Combining this information to the trouble ticketing specially with previous solution database can further extend the value of an organization's inventory across the lifecycle.

The key to telecom-based inventory management tool is to integrating it with trouble ticketing operations which is to have the capability to access and maintain up-to-date, accurate configuration data form your network. This means collecting all the necessary details and updates in an automated manner on a regular, ongoing basis and "on-the-fly" when necessary or where is available.

Business Challenges

Why telecom-based Inventory Management Makes Sense for the Service provides and for the Trouble ticketing

Maximize tighten budgets. With tighter resources and pressures to reduce support costs, organizations are in need of ways to improve operation efficiency – saving time and money by automating processes using existing technology and personnel. At the same time, with a better understanding of network wide inventory, resource or network planning managers can optimize spending by making better buying decisions or deciding not to buy at all.

Accurately track company-wide network resources. Without the time and resources to manually track inventory network elements by network elements, trouble ticketing team often have limited knowledge of the environment they support. This problem is rises as companies grow. In a company of any size, support teams traditionally rely on supplied data or other methods to baseline technical problems. These methods are time consuming, quickly outdated, and often provide inaccurate data which is causing support team to quickly resolve an issue in a timely manner. To make matters worse, any information gathered in this manner is never or randomly recorded, diminishing the opportunity for other support members to benefit from these data.

Track the physical location of your network inventory. Undertaking manual inventories to find the physical location of network inventory, BTSs, BSCs, MSCs, links, TRXs, servers/OSS, etc, can be time consuming, expensive and difficult. Automating the discovery of network elements location and configuration saves time and reduces costs.

Be prepared to address change. Network resources are always changing as service provider implement new marketing strategies, products, services, etc. As companies grow, shrink, or merge with others infrastructures change, challenging the trouble ticketing to maintain an accurate inventory. Inventory management automation and monitoring provides an extra level of control.

Ensure software license monitoring An inventory management program can keep track of software licenses of network elements, OSS, upgrades, and maintenance contracts, and provide a better picture of network.

Isolate chronic problems faster. A centralized, automated process enables trouble ticketing team to identify support trends and patterns, and implement proactive measures.

Record and share information. Service provider who needs technical personnel and trouble ticketing members to collaborate should have a store these data to share information. Wherever they are located. Linking this information allows technical people to review support histories, create reports, and share knowledge with others plus speeding support and enabling analysis for forecasting, trends, etc.

Plan purchases and upgrades. When preparing for new product purchases and upgrades, organizations need to work with the most up-to-date inventory information, including real cost data, to build plans that truly meet their needs. As well as, chronic problems whiten the network elements.

Best practices. Auditing resources on an ongoing basis provides a means for the operation department and trouble ticketing to implement best practices for a range of activities. The operation manager can be informed purchasing decisions, identify correct implementation procedures, optimize configuration environments, and more. At the same time, the trouble ticketing technician can speed issue resolution, reduce network downtime, and solve more problems with automation.

The Solution

Integrated, Telecom-Based Inventory Management and the Trouble ticketing.

In order to achieve confirmable ROI from an inventory management system, automation is key. Leveraging the telecom based inventory solution to drive inventory tracking activities offers a powerful, centralized way to document network wide resources on an ongoing basis, and on-demand throughout the inventory lifecycle. The right inventory management tool allows service providers to dynamically audit what network inventory are deployed, as well as determine where they are located, how they are configured, and when any changes are made without wearing resources, interrupting operations, or impacting network performance.

Telecom-based inventory management systems can be easily deployed across the network, transparently tracking inventory and changes for network elements. Tool like NIX can also be set up to behavior on the-fly audits for the most up-to-date information, and generate automatic alerts for changes to hardware (e.g TRX) and software as they occur. With information centralized online, support team can easily launch a web browser to review audit histories, run reports, and more.

When it comes to the trouble ticketing, telecom-based inventory tracking can provide fast access to network inventory information to support technicians effectively address issues or requests. There is no longer any need to manually collect inventory information, or rely on the user to explain the problem. Organizations using telecom-based trouble ticketing systems can achieve even greater benefits. Inventory can be directly linked to issues and problems, with exact information automatically link into trouble tickets which is saving time, ensuring accuracy, and expediting problem understanding and resolution. As a result, trouble ticketing can expand their capacity to address technical problems, increase service levels, improve satisfaction – and ultimately, enhance employee productivity.

Nine Keys Points That Your Inventory Management Tool Should Have;

1. Tools for telecom by telecom engineering.

Telecom-based inventory management tools offer simple, flexible, rapid installation across the network.

2. Be in touch across network.

It's important to search your network to track network inventory for users working locally or remotely.

3. Locating.

Network elements don't always stay in one place. Make sure you can identify the exact physical location of network inventory

4.

Reconciliation
Inventory management systems contain capacity information and service components of the network, both physical and logical. Reconciliation, the comparison of these systems' data with an accurate, up-to-date view of actual installed and configured network resources, provides a quick, easy, and accurate way to reduce costs, recover costs and improve customer service. Umbrella with its comprehensive network resource data, renewed daily from the actual network, is the perfect partner for inventory and network resource reconciliation.

5. Track and inform.

Automatic alerts or e-mail notifications can help you stay on top of all installs, adds, and changes as they occur.

6. An audit trail.

Creating a history of inventory results lets you easily retrieve information to track change, trends, usage, and other details on an ongoing basis.

7. Monitor network changes.

Keep track of network, such as TRX relocations, etc., upgrades and maintenance contracts, and give a snapshot of what applications are being under or over utilized.

8. Report & export.

Ready made reports as well as report development functionality.

9. Import & export.

It's important to have import/export functionality for third part tools.

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