Priority Telecom Reduces Operating Expenses with Outsourcing Solution

Managed Services



"Outsourcing our network operations to Lucent means we can offer our customers outstanding 24 hours service, while maintaining tight cost control. Lucent is an experienced supplier and already has proven expertise on our systems."

Brian Burleson,
Senior Vice President of Engineering & Network Operations
Priority Telecom N.V.

Results

- Reduced operating expense by 50% by outsourcing out-of-office hours network monitoring
- Instituted 24 hour customer support as a result of a cost-effective solution
- Helped reduce capital investment involved in providing 24 × 7 network management support

Lucent Technologies
Bell Labs Innovations

The challenge

Priority Telecom (PT) needed to reduce its operational costs after spinning off from United Pan-Europe Communications N.V. (UPC), but it still wanted to provide top quality network management support to its corporate customers. It needed a solution that would enable it to take permanent control of network monitoring and management activities from UPC, without incurring the investment and costs associated with creating its own 24 × 7 network management operations.

The solution

Managed Services

We were approached by PT to design an outsourcing solution to provide operational flexibility, reduce operational costs and support PT's full control and ownership of all network management activities. Our solution provides network monitoring and surveillance support for PT's customer base, outside of regular office hours. A team of experts in our European Global Network Operations Center (GNOC) delivers monitoring services and first line customer support during out-of-office hours, enabling PT to provide its customers with quality 24 hour support. This outsourcing solution provided PT a cost-savings alternative and reduced the commercial risks associated with establishing its own out-of-office hours monitoring and fault management services functions.

Why Lucent?

PT selected Lucent based on our wide range of services and capabilities, high-quality reputation and proven track record in supporting multivendor, multitechnology networks. When PT began researching options for an outsourcing partner, we provided a number of key matches to its specific criteria such as our international support capabilities from our GNOCs, our network management and operations expertise supported by innovative Bell Labs tools and our ability to understand the importance of customer satisfaction. We also demonstrated our customer dedication and expertise by discussing openly the issues, challenges and communication processes that PT needed to address when outsourcing, regardless of the choice of supplier.

The bottom line

As a result of our outsourcing solution, Priority Telecom has reduced its operational costs by 50% compared to the costs of in-house operation. PT has also been able to lower capital expenditures and achieve a better customer focus.

Lucent Worldwide Services Advantage

Lucent Worldwide Services has more than 10,000 experienced and highly skilled technical professionals dedicated to developing, deploying, optimizing, operating, maintaining and managing global, multivendor networks. Our proven track record of successful network engagements puts Bell Labs innovations to work with our end-to-end, comprehensive portfolio of professional, deployment, maintenance and managed services. Our unsurpassed suite of solutions can help reduce operating expense, optimize capital expense and grow revenue - helping you make your network more reliable, secure and efficient.

To learn more about our comprehensive portfolio of services, please contact your Lucent Technologies Sales Representative or visit our web site at www.lucent.com.

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