IBM Client Reference

A leading communications service provider in Indonesia

Synopsis:	*A leading communication service provider in Indonesia increases visibility and monitoring capabilities and improves data accuracy and reporting processes when it works with IBM Business Partner Multipolar Technology Group and IBM Business Partner Sarana Maju Lestari Technologies to improve management of its mobile network by installing IBM Tivoli and IBM Business Analytics software*
Location:	Jakarta, Indonesia
Industry:	Telecommunications

Client Background:
Headquartered in Jakarta, Indonesia, this communications service provider (CSP) is a leading operator of cellular communications services and Global System for Mobile communication (GSM) services nationally and internationally through more than 300 international roaming partners in approximately 170 countries.

Business Need:
A communications service provider (CSP) in Indonesia needed better management capabilities over its heterogeneous, multivendor and multitechnology mobile 2G and 3G network environment. The company needed a solution that could provide quick access to reliable data for reporting on the overall status and health of the network. It also required the ability to perform root cause analysis of network performance problems. Overall, the company wanted to reduce the cost of network performance management. It sought a proof of technology (POT) demonstrating how a solution would affect future network performance.

Solution:
IBM Indonesia performed a proof of concept (POC) for a solution based on IBM Tivoli Netcool Performance Manager software. As a result, the CSP engaged IBM Business Partner Multipolar Technology Group and IBM Business Partner Sarana Maju Lestari Technologies to implement the IBM Tivoli software along with IBM Cognos Business Intelligence software. The client used the Tivoli Netcool Performance Manager software's integration capabilities with the Cognos Business Intelligence software, thus providing a comprehensive network-performance solution.

Benefits of the Solution:

By working with IBM Business Partner Multipolar Technology Group and IBM Business Partner Sarana Maju Lestari Technologies to implement IBM Tivoli Netcool Performance Manager software and IBM Cognos Business Intelligence software, this CSP in Indonesia improved management of its entire network environment.

Using the Tivoli Netcool Performance Manager software's off-the-shelf capabilities, the client reduced its total cost of ownership (TCO). It also increased visibility into its mobile network, which helped reduce troubleshooting times, and gained integrated support for its multiple vendors and technologies.

Using the dashboarding features of Cognos Business Intelligence software, the client more easily and quickly accesses accurate data for simplified reporting and monitoring of its mobile network in real time. With the increased visibility and monitoring capabilities, the client can now perform root cause analysis in the event of performance issues and keep systems running optimally to help prevent future disruptions.