Network Assessment as a Service for UCC

**THINK.
TRANSFORM.**

UNIFIED COMMUNICATION & COLLABORATION (UCC) IS AT THE HEART OF DIGITAL WORKSPACES AND DEMANDS UNCOMPROMISED NETWORK QUALITY

A consistent and seamless user experience for connected and global workforce is now a business priority. To address this challenge, Tata Communications Transformation Services (TCTS) offers NETWORK ASSESSMENT AS A SERVICE (NAaaS) that will help operators take the right first steps in deployment/migration of their UCC platforms.

The TCTS' NAaaS assesses critical components across applications, network and endpoints to provide a seamless user experience. The need for transition to IP technology and collaboration platforms (on premise, cloud or hybrid) demand carrier grade network readiness for all-most all UCC platforms (Microsoft, Cisco, Avaya, etc.). TCTS brings packaged years of valuable Telecom network management experience to provide early visibility into the network and bandwidth requirements, optimise network assets and deploy industry leading networking practices with NAaaS.

THINK. TRANSFORM. Begin your world-class UCC experience with TCTS.

IS YOUR NETWORK READY?

UCC TRAFFIC RELIES ON NETWORK QUALITY

Real-time communication is very sensitive to network quality

IDENTIFY POTENTIAL NETWORK CHALLENGES

Discuss and apply recommended practices; Assess the impact to the network; set up the project for successful deployment

MANAGE RISKS

Introduction of new workloads to network always creates risk that the new solution may not perform as expected

PROFESSIONAL SERVICES

Our professional services include one-time network assessments. This is a tool based measurement using defined parameters as per each UCC platform OEM.

- One-time Essential/Advanced network assessment and workshop

- Additional Scope for Remediation services for:

  - Issues identified in Essential /Advanced network assessment
  - Network infra upgrade/refresh
  - Security audit and compliance

MANAGED SERVICES

The changes in network are bound to affect the UCC experience, over a period. TCTS offers network assessment as managed services at a mutually agreed frequency with the following deliverables:

- Monthly WAN performance report with outage segments spotted within managed network and vital parameters

- Bandwidth calculation report (need basis)

ENGAGEMENT MODELS

FIXED PRICE MODEL (FP)

- Fixed scope of work
- Number of sites based (Slabs based on number of sites)

MANAGED SERVICES MODEL

- End-to-end life cycle management
- Per site per month
- Preferred for contentious assessment

HYBRID MODEL

- Based on customer demand

WHAT MAKES OUR NETWORK ASSESSMENT UNIQUE?

- Developed by Telco to address the most complex real world enterprise network issues around UCC
- Best-in-class network assessment framework to accelerate UCC managed services
- White labeled service for channels with ala-carte (site to cloud, site to site, one time, managed services, etc.)
- Service available in 2 variants i.e. Platinum (end-to-end) & Gold (Shared responsibility with Partner or Customer)
- Trained and Certified staff in majority of UCC platforms like (Microsoft, Cisco, Avaya, etc.). & delivering multiple engagements
- Culmination of global telecom network management and operations excellence

ADVANCED NETWORK ASSESSMENT FOR A GLOBAL BROADCAST MEDIA AND CABLE TV CUSTOMER

The Global media and cable TV in North America required to migrate to Microsoft365 and was evaluating a partner that can perform network assessment for the seamless experience across 18 global locations. The customer was facing challenges in offering seamless experience while migrating from On-premise to Cloud UC platform and therefore needed a partner that can assist in conducting advanced network assessment.

THE TCTS APPROACH

As per the Skype operations framework (SOF) for Network Assessment and bandwidth calculations, TCTS adopted the following approach.

- Pre-assessment
  - Kick-off meeting and network envisioning
  - QoS, bandwidth data, pre-requisites, assessment schedules (site to cloud and site to site) and call (load) simulation schedule
  - Finalise the assessment architecture (placements of probes and management servers)

- Assessment
  - Install and configure the assessment software
  - Start assessment as per schedule, probes monitoring for 4 weeks
  - Call (load) simulation from every site at agreed intervals
  - Data integrity checks from probes and management of tool

- Post-assessment
  - Gather historical data and compiling reports
  - Perform analysis for bandwidth and QoS
  - Final report preparation
  - Closeout presentation, summary and network best practice workshop

BENEFITS DELIVERED

- Accurate information to decide on which segment to focus for network issues identified and prioritized
- Information/reports on – Site to Cloud assessment results. Site to Site assessment results, load simulation reports,
- Per site compliance if suitable for migration or not (if not what action to be taken)

About TCTS

Tata Communications Transformation Services Limited (TCTS), a 100% subsidiary of Tata Communications Ltd, provides leading business transformation, managed network operations, network outsourcing and consultancy services to telecom companies around the world. TCTS delivers operational efficiency, cost transformation and revenue acceleration solutions for all the stages of the carrier process lifecycle, including but not limited to network engineering and design, implementation and operations.