



# *harmonic*

better together

Consulting: Analytics: Innovative Solutions



## Harmonic Delivers **Powerful Asset Management Solution** for Telecom New Zealand

Harmonic provides analytical expertise and asset management tools to help our customers address their distinct cost and productivity drivers. Harmonic developed the highly successful Lifecycle Management Solution for Telecom New Zealand, delivering significant tangible results to their asset management programme.

**Telecom** is New Zealand's largest telecommunications service provider.



*"Telecom needed more certainty about our supply of spares for the PSTN equipment used for voice services to our customers. Harmonic brought world class skills to bear to build a model to predict when or if spares would run out. The model was so successful that, with improvements, now directly updates our spares inventory systems. The Harmonic model goes a long way to reduce risk to our voice service provision."*

*David Hannah, Programme Manager  
Legacy Lifecycle Programme.*

### THE BUSINESS CHALLENGE

The PSTN (Public Switched Telephone Network) is the fundamental, bedrock asset for most national Telecommunications operators. New Zealand's largest operator, Telecom, runs a sophisticated Lifecycle Management Programme to ensure their PSTN operates efficiently and delivers the highest quality customer experience. Telecom recognised that this Programme needed a repository of accurate, current and trusted information to provide a 'single source of the truth' for related investment decisions and risk assessment.

Telecom selected Harmonic as independent partner to develop a solution to specifically address these challenges.

### THE SOLUTION

#### A proven and scalable network decision support tool

Partnering with the University of Auckland, Harmonic used advanced analytics (statistical and operations research techniques) to develop an innovative software solution for Telecom.

Launched in 2004, the **Lifecycle Management Solution** delivered substantial benefits within months of delivery. It has now become a key operational tool for Telecom, providing monthly information updates to support spares management, failure analysis, disaster recovery and lifecycle planning. It also provides information to aid migration planning as Telecom continues to invest in Next Generation Network (NGN) technology.

#### Key Features - Asset Management Analytics including:

- Forecasting – Predictive Modelling
- Spares optimisation
- Repair Volumes
- Spares holdings
- Monthly reports (status and spares recommendations)

### THE BENEFITS

#### Key Results:

- Informed, pro-active decision making based on trusted, factual information
- Optimised spares holdings that ensure fulfillment of capital expenditure, resiliency and Mean Time To Repair (MTTR) objectives
- Equipment condition monitoring - supporting refurbishment, repair and maintenance scheduling programmes
- Minimise capital expenditure
- Reduce operating costs
- Mitigate for Disaster Recovery and asset failure risk through detailed forecasting and scenario planning
- The flexibility to model phasing investment without compromising service and support migration planning to new asset platforms