

## Powerful Asset Management Solution for Spark New Zealand

### SPARK NEW ZEALAND

Spark New Zealand is New Zealand's largest digital services company delivering mobile, fixed and IT products and services to millions of New Zealand consumers and businesses.

Spark New Zealand is a multi-brand business, with principal brands Spark (supporting home, consumer mobile and small business customers) and Spark Digital (supporting government and business customers with strong Cloud services, mobility and ICT capabilities).



### THE BUSINESS CHALLENGE

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

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

### THE SOLUTION

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

Launched in 2004, the **Asset Lifecycle Management Solution** delivered substantial benefits within months of delivery. It has now become a key operational tool for Spark, providing monthly information updates to support spares management, failure analysis, disaster recovery and lifecycle planning.

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

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

### BENEFITS

#### A key Planning and Decision Making tool



*“Spark 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 dynamic 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*

- Proactive decision making based on the right 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

#### Contact us

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