

# Alcatel-Lucent Global Centers Deliver Bottom-line Value via Enhanced Network Performance

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By A. Williams

While the network operation infrastructures of today's enterprises require significant new investment to accommodate future needs, these costly investments may not be affordable in today's competitive environment. Nevertheless, enterprises that do make the transition from their current networks to tomorrow's IP environment need to address the reality of managing this new, complex technology. In addition to saving money and improving business efficiencies, enterprises must deliver high quality of service all the way to the end user – the new critical measure of success – not just demonstrate that the “core network” is performing at appropriate levels. In an IP world, enterprises must solve performance problems, no matter what the cause, even reaching out to end-user devices and equipment.

Supporting and operating this ever-changing landscape is now a new and significant responsibility, with employees, clients and partners demanding a seamless experience. They expect to be able to pick up a phone, or access network resources via fixed or mobile devices, with zero performance degradation. Data and video service traffic over the same converged infrastructure further complicates the challenge of delivering and managing enterprise networks.

The primary challenge associated with an evolution of this magnitude is to continue to provide the facilities and expertise required to execute the transformation. This must be done while satisfying the demand for a secure and high-quality user experience. Investment is needed not only in new infrastructure, systems and knowledge, but also in systems integration to link the old with the new.

As a result, enterprises find themselves at a critical decision point. They must decide whether to build all these operations and management capabilities themselves or to consider a partner with core expertise in this arena. Many enterprises, realizing that this is outside their core competency, are looking for a one-stop solution for both network evolution and ongoing operations management. An operations partner is expected to:

- Significantly reduce capital expenditure on systems, servers, software, security and other operations center infrastructure.
- Possess the expertise, tools and processes required to sustain successful operations and to exploit any available economies of scale.
- Reduce risk in establishing a network operations center capable of supporting the new, converged environment.
- Increase preparedness for future evolution.



With extensive, worldwide experience in managing complex networks, Alcatel-Lucent has invested in the technology, expertise and infrastructure required to meet the needs of enterprises as they make this transformation. Combined with the company's broad portfolio of solutions, experience in multi-vendor environments, use of best practice and proven tools and methodologies, Alcatel-Lucent's track record is second to none.

The company's 10 Global Network Operation Centers (GNOCs) and 15 Data Centers are the core of Alcatel-Lucent's customer solutions capability, providing network-wide surveillance and control for its customers' multi-technology, multi-service and multi-vendor networks in real time (Figure 1).

Figure 1: GNOCs and Data Centers all over the world



**Alcatel-Lucent's robust management, hosting and surveillance capabilities provide significant value to customers.**

- *Availability:* 24/7 oversight of the network, with a single point of contact for all network issues.
- *Affordability:* Proven facilities and capabilities mitigate significant capital costs for systems, servers and software, and reduce operational expenses related to staffing, training and process development.
- *Accountability:* SLAs are met by providing end-to-end case management of all issues, periodic reports detailing service activities and analysis and recommendations based on performance data.
- *Performance:* Seamless migration of new technologies and applications to speed new services and applications to market.

The GNOCs and Data Centers provide 24/7 support and are staffed with skilled network professionals to add value through:

- Operating and managing networks cost-effectively, by:
  - Utilizing efficient, proven tools and processes.
  - Migrating to next-generation platforms through a shared-capital model.
  - Reducing ongoing operational expense for staffing and training.
- Evolving network operations and management efficiently to:
  - Continue offering new services and applications.
  - Continually implement process improvements.
  - Enable end-user control.
- Increasing productivity for employees and clients by:
  - Seamlessly migrating to the new network without disruption.
  - Enabling flawless and fast provisioning of services and applications.
  - Improving service levels to increase overall end-user satisfaction.

Through its GNOCs, Alcatel-Lucent works closely with clients to address critical implementation and management issues.

On the financial side, Alcatel-Lucent can reduce expenses, offering savings of up to 50%. Customers can leverage Alcatel-Lucent's people, processes and platforms, increasing speed to market for new services and enabling the reallocation of critical resources to new service development and sales.

Operationally, network operations are delivered under stringent SLAs, and there is a single point of contact for all network issues. Established processes are improved over time and validated with real-world experience, leading to improved service levels (response times, repair intervals, etc.) and operational improvements (better network reliability and availability).

Alcatel-Lucent's unique experience and global assets help to ensure the right mix of skills, in the right place, at the right cost and in the right language. By using Alcatel-Lucent GNOCs, customers reduce risk and expense and gain competitive advantage by leveraging Alcatel-Lucent's investment in network operations. ►►

Andy Williams leads the Network Operations Business Division for the Services Business Group in Alcatel-Lucent, Maidenhead, United Kingdom.  
Email: [adwilliams@alcatel-lucent.com](mailto:adwilliams@alcatel-lucent.com)

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