



CASE STUDY

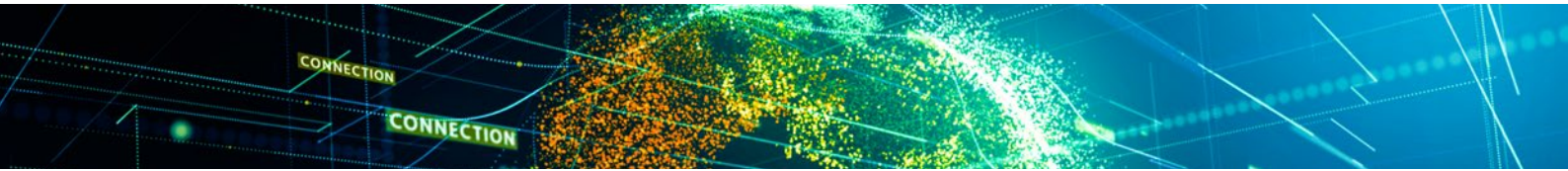
Ooredoo Oman Adopts Xeus to Increase Daily Network Optimization Workflow Efficiency

About Ooredoo Oman

Ooredoo Oman was founded and registered in the Sultanate of Oman in December 2004. It launched its service in March 2005 as the challenger mobile operator in Oman operating under the name Nawras. Since 2010 Ooredoo Oman has been an integrated services communications operator and is currently serving around 2 million customers across the Sultanate. Ooredoo Oman is majority owned by the Qtel Group and also has a number of significant Omani shareholders which ensures that the company is strongly integrated into the Omani society. The launch of its 3G network in December 2007—the first to do so in Oman, marked another milestone for the company. In response to the growing complexity of its network, Ooredoo Oman brought on board Infovista’s Xeus in December 2008 to provide its optimization engineers with a solution that would ultimately enhance their overall quality management workflow and maximize the usage of the department’s time.

CUSTOMER BENEFITS

- Robust solution to handle optimization data even with new technology upgrades and continuous network expansion.
- Optimal and convenient usage of network data, boosting network engineering performance.
- One single tool to comprehensively post process and manage daily optimization data from multiple sources to cost-efficiently troubleshoot and optimize the mobile network.
- Powerful desktop platform that removes manual & cumbersome network optimization processes.



OOREDOO OMAN AND INFOVISTA'S XEUS TOGETHER

Taha Al Raisi, Ooredoo Oman’s Head of Radio Optimization describes how Xeus® benefited his optimization team’s daily operations and how it has helped tackle some of the tedious problems - now a thing of the past.

“When it comes to planning, Xeus has played an important role in simplifying the creation of CDD for new sites; from selecting ARFCN to neighbor definition, Xeus automates this process for us. Suffice to say that this tool has helped us save a lot of time. With ongoing roll-out and the changes in frequencies, co-channel interference is also a thing of the norm. Xeus enabled us to identify the usage of frequencies both geographically and statistically to avoid such interference,” said Taha, referring to Xeus’ ability to extract and export parameter data from their Ericsson switches.

“Furthermore the multi-technology support that comes in Xeus is brilliant as it has helped us in all aspects, be it IRAT relations, IRAT parameters and automated IRAT format generation needed as input for creating CDD. We are now no longer dependent on common tools which are frustratingly time consuming.”

This is exactly what Infovista’s engineers had in mind when they developed Xeus - a single desktop platform that reduced manual work and dependency on multiple tools.

What was usually done manually, or dependent on several different tools for their daily engineering needs, are now reduced with just a few clicks in Xeus.

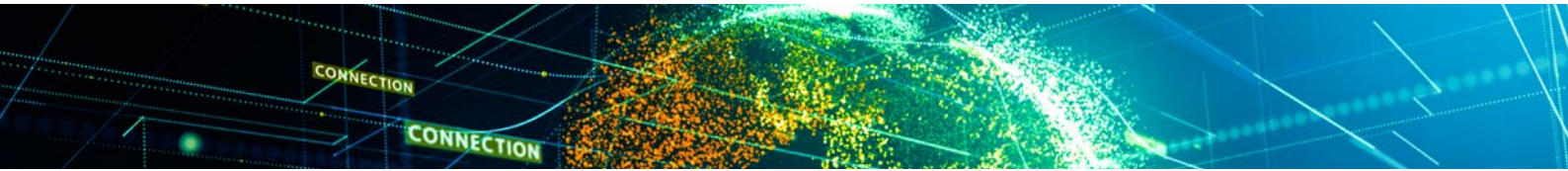
“ Significant time has been saved in locating common network problems and now more time can be spent on actually solving them! ”

Taha Al Raisi
Head of Radio Optimization,
Ooredoo Oman

Other Xeus features that enrich the optimization process for Ooredoo Oman’ engineers include its integration with Google Earth. This feature aids the optimization team in analyzing cell parameters with respect to geographical location and clutter and provides them with a better understanding of the geographical topology alongside site details.

Xeus was also utilized in analyzing and plotting drive test log-files as well as scanner data for different requirements. With its smart analysis and fault finding features combined with crucial network data presented in the same tool, engineers were able to analyze QoS issues and recommend corrective actions extremely rapidly.

“Significant time has been saved in locating common network problems and now more time can be spent on actually solving them!” He enthused.



UNPARELLELED SUPPORT

Taha Al Rasi describes why Ooredoo Oman is happy not just with Xeus but also the support and commitment that his team received from Infovista - “Professional, outstanding and second to none. We have never seen such an active support team before. They are always taking our enhancement considerations and have provided us with excellent feedbacks. We are very happy with this partnership”.

With its commitment towards delivering high quality of service to its end users, Ooredoo Oman has gone on to purchase additional licenses in 2010 including several with added GPEH module to fulfill the growing needs of its network.

With the GPEH module in Xeus, the optimization engineers can now utilize the measurement recording data from their Ericsson switches for their in-depth analysis.

With Xeus and the additional GPEH module, each Ooredoo Oman optimization engineer is now equipped with a single tool to post process and manage their daily optimization data. This, as described by Taha Al Rasi, provides unmatched productivity gain in troubleshooting and optimizing to the optimization team, and ultimately to the organization.

“ Xeus is one tool that can amaze or frustrate a user. Amaze in a sense that it can hugely trim down the time you spend hassling between multiple applications and frustrate you if you run out of licenses! It is like a VIP lane in a crowded airport where you avoid all the hassle and get things done fast. ”

Taha Al Raisi
Head of Radio Optimization,
Ooredoo Oman

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About Infovista

Infovista is the leading provider of cost-effective network performance orchestration solutions at the service of a better connected and collaborative world. Our award-winning solutions empower communications service providers and large enterprises to ensure a high-quality user experience by achieving optimal network performance and guaranteeing business-critical application performance. Infovista's expertise and innovations provide a new level of actionable network, application and customer intelligence, visibility and control across all services, all technologies, and all domains of both the fixed and mobile networks. Using our solutions, eighty percent of the world's largest service providers and leading global enterprises deliver high-performing and differentiated services, plan and optimize networks to match application and service demands, and streamline network operations while keeping total cost of ownership as low as possible. For more information, please visit www.Infovista.com.