

INCOGNITO CASE STUDIES

CASE STUDY 1

Why a service provider chose Incognito to help achieve their target of 100 percent network growth in one year

BUSINESS CHALLENGES

A rapidly growing Brazilian fiber service provider with 40,000 subscribers, aimed to double volumes by the end of the year. But the service provider's existing open-source system to manage ONTs and in-home connectivity was holding them back from executing on their network growth, and in delivering next-generation service offerings like managed Wi-Fi for residential and business subscribers.

Their open-source device management system offered limited functionality and made it time-consuming to integrate new device vendors and models. Adding to the complexity, the service provider's FTTH access network encompassed three diverse equipment vendors and they weren't using a commercial device management product.

Lastly, the fiber service provider was seeking not just a cloud-based resource management platform, but needed strong vendor services and support to ensure a successful implementation and on-going business operations.

SOLUTION NEEDS

This FTTH service provider's main needs were:

- A higher degree of automation to enable managed services – such as Wi-Fi mesh – to residential subscribers.
- A turn-key carrier-grade platform with a tailored interface geared to call center agents to better support their customers.
- The ability to work with any and all underlying fiber access network vendors.

THE INCOGNITO ADVANTAGES

This service provider turned to Incognito because of our solution and commercial flexibility, out-of-the box product functionality, strong customer references, and cloud-friendly architecture to enable subscriber self-care and additional value-added services.

With Incognito, the service provider can achieve their target of 100 percent network growth in one year.

CASE STUDY 2

How an operator streamlines and centralizes their GPON provisioning processes with Incognito

BUSINESS CHALLENGES

A leading Andean operator was introducing GPON activation to grow their business beyond their HFC cable footprint. They faced the challenge to cost-effectively manage their anticipated fiber network growth, and were limited by:

- Manual processes using a fiber OLT EMS.
- Their legacy current-state OSS system.
- Difficulties with CRM integration.

SOLUTION NEEDS

This operator required automated B2C FTTH provisioning scaled with their network growth, while eliminating the fragmented service and resource management of their current processes, such as manual operator configuration in OLT EMSs.

The growing converged service provider needed a comprehensive service activation and device management platform with a compelling total cost of ownership to support their business case.

THE INCOGNITO ADVANTAGES

This operator turned to Incognito to streamline and centralize their GPON provisioning processes, with Incognito offering the following benefits:

- Automated OLT activation and ONT device configuration.
- Simplified northbound integration to the BSS layer via standards-based APIs such as TMF 640/641.
- Demonstrated ability to use our comprehensive service and resource management approach to deliver future value-added products such as IPTV and VoIP to their residential GPON segment.

WHY INCOGNITO?

With 55 percent of operators planning to focus improvements in their fiber operations on service activation, configuration, and decreasing fallout, Incognito is ready to provide the support the necessary support with our productized FTTH service fulfillment.

(source: Light Reading 2019 Fiber Survey)

To learn more about Incognito's Digital Experience Activate solution and how it can help you simplify service activation and assure a great digital experience, please visit: <https://www.incognito.com/solutions/digital-experience-activate>