

Case Study on Jersey Telecom



Customer Profile

Jersey Telecom is the second largest wireless and wire line services provider in United Kingdom. Jersey Telecom is one of the first network solutions providers who choose to go with the next generation network systems replacing their entire traditional switching gear. While new services and solutions were the growth areas, concerns in the area of being able to provide same level of service and solutions was an issue.

Customer's main concerns

- Next Generation Networks – design and manageability concerns
- Learning curve – ability to staff their operations to manage the new network
- Building solutions and services along with new operations
- Ability to manage and maintain the same level of services

Why Iyka Services

Iyka was able to bring solutions that would allow Jersey Telecom to manage their network, proactively manage and maintain the same level of service.

- Iyka's iDEA Service Solution platform was used to manage several services
- NetWatch provided 24x7x365 automated proactive and reactive monitoring
- NetWatch integrated with data services on iDEA platform was able to provide them real time network performance solutions
- Provided and managed solutions that allowed operators to manage end-to-end systems.

How has our service impacted their business?

- Provide better service to their customers without increasing their operational cost
- Reduced CAPEX by automating solutions
- Enabled solution to manage and maintain complex network
- Provided data for complex analysis of network and management services
- Provided marketing data on customer usage and customer solutions.