Solution Spotlight

Global Capacity Delivery Management for Data Center and Cloud Networks

COMMSCOPE®

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Unquestionably, networks are getting more complex, presenting new challenges for service providers, cloud services companies and data center operators. Ubiquitous access to high-speed infrastructure has given rise to an ever-increasing range and number of devices and services for business, communication, entertainment and home automation purposes. To meet the demand for high-quality connectivity and production cloud infrastructure many companies turn to leased network capacity, space and power from multiple third-party carriers and co-location providers around the world. To be successful and efficient, this requires experienced and capable vendor oversight.

Benefits

- Rapid, experienced workforce multiplication within time-to-market constraints

- Accelerated time to market for new services

- Increased revenue growth

- Reduced costs for unused services

The Challenge:

Too Much Work, Not Enough People

As additional capacity is brought onto the network, a comprehensive, well-managed effort is needed to integrate third-party carriers and co-location providers, to ensure that project schedules are met and service quality meets defined requirements. However, internal staff resources with both the critical management skills and domain expertise needed to manage these relationships are often in short supply. This makes it difficult to ramp-up quickly enough to meet most deployment schedules and time to market requirements. Additionally, substantial budget dollars are often wasted each month in charges for unneeded capacity for discontinued services that are not properly closed out and shut down. As internal staff resources focus on their core business tasks, the importance of stringent third-party vendor management is sometimes overlooked.

CommScope Solution:

Outsourced Capacity Delivery Management

To remain competitive with the rapid deployment of new services, network and cloud operators have begun to rely on CommScope for turn-key vendor delivery management (VDM) services related to the new build, expansion and maintenance of network infrastructure. VDM teams provide multiple types of services, primarily focused on the capacity that is purchased or leased from third-party carriers and colocation providers. Their primary mission is to manage the acceptance process of racks, space, power and circuit capacity. Within the VDM teams, project managers act as the liaison between the operator's network acquisition and deployment teams and their vendors' teams, ensuring that the vendor has met their contracted technical and service obligations.

The VDM teams also perform the close out and discontinuation of services, such as a route or site that is no longer needed due to a new route or an upgraded or enhanced route. This practice has uncovered millions of dollars in capacity still in existence despite their lack of use, which can yield massive cost savings once the sites are fully shut down.

The VDM teams follow a comprehensive project management lifecycle, with responsibilities that include:

- Managing end-to-end services for the entire vendor handover lifecycle, including detailed project plans and schedules

- Managing the delivery of projects involving dark fiber, leased circuits, co-location space and power, install activities, inside plant fiber, IP transit and peering connectivity

- Ensuring power and cooling needed to provide redundant power services from existing facilities to customer racks

- Ensuring facilities are delivered on schedule and meet technical specifications

- Performing logistics management for installation materials, including coordinating purchasing on the customer side and delivery on the vendor side

- Enforcing the customer's qualifications and requirements with the vendor, managing fiber optic and equipment testing and test data analysis

- Managing circuit provisioning, instructing and coordinating remediation work, documentation and final handoff to the equipment install teams

In addition to vendor management, CommScope also provides experienced technical resources who execute the following tasks globally:

- Providing space and power designs including floor plans, rack locations and overhead infrastructure

- Characterizing dark fiber routes and certifying third-party fiber meets the service provider's requirements

- Installing racks and powering for routers and optical gear

Providing detailed documentation of each facility or network leg

- Writing playbooks to document standards for installation of equipment Providing customized training

- Decommissioning, salvaging or reclaiming replaced or obsoleted network elements Opening tickets to dispatch field technicians for additions, moves and changes

The Opportunity:

Revenue Growth and Significant Cost Savings

Network operators and cloud companies increasingly rely on CommScope and its extensive expertise in ramping operations rapidly to meet aggressive time to market requirements. This allows internal resources to maintain focus on core tasks, with the partnership resulting in new opportunities for improved revenue growth, cost control, time to market and customer satisfaction. For one Internet service provider, the joint effort resulted in an infrastructure designed to support movement of more than 24 petabytes of user-generated content and traffic per day, while optimizing efficiency of operations and minimizing headcount increases. Any network operator or government, institutional or private enterprise with multi-site datacenter operations can benefit from CommScope's significant experience, which is highlighted in Table 1.

Why CommScope? Experience.
550+ Backbone, Metro, & Peering fiber routes designed/documented
1,000+ global data center, co-location/carrier hotel facilities made ready
500,000+ kilometers of fiber tested and made ready
1,000,000+ Pieces of equipment decommissioned

Table 1 – CommScope has significant experience in vendor delivery management

CommScope pushes the boundaries of communications technology with game-changing ideas and ground-breaking discoveries that spark profound human achievement. We collaborate with our customers and partners to design, create and build the world's most advanced networks. It is our passion and commitment to identify the next opportunity and realize a better tomorrow. Discover more at commscope.com

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