



Southern Cross Cables connects Australasia to rest of the World 24/7

With a little help from Boss Portal

Quick Facts

- Industry: **Submarine Networks**
- Length of Cable: **30,500km**
- Build Cost: **> US\$1.4 Billion**
- Capacity: **620 Gbps upgradeable to 3.6 Tbps**
- Countries Served: **7**
- Landing Stations: **9**
- Number of Submarine Repeaters: **462**
- Network Design Availability: **99.999%**
(equivalent to 5 minutes downtime in a year)
- Customer Satisfaction Rating: **Over 80%**
over the last three years

The Southern Cross Cable Network (SCCN) provides the fastest, most direct, and most secure international bandwidth from Australia, New Zealand and Hawaii to the heart of the Internet in the USA.

Currently delivering 620 gigabit/s of fully protected bandwidth, and with the potential to increase to 3.6 terabit/s, the SCCN is well positioned to support the various national initiatives in the region such as the National Broadband Network in Australia and the Ultra Fast Broadband in New Zealand.

Some of the recent natural disasters have highlighted the dependence of today's society and economy on the uninterrupted operation of submarine networks. It is no mean feat to maintain and operate infrastructures of this scale, complexity and significance. The challenge is further multiplied by the need to coordinate an international field force from landing stations and backhaul partners that span continents and each has its own business processes.

How does Southern Cross Cables (SCC) manage it all, and consistently get rated the most preferred submarine cable system in the Asia Pacific region in independent customer satisfaction surveys?*

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The Secret is in Seamless Integration

SCC recognized early on the answer to its challenge lie in the seamless integration of systems and business processes. Boss Portal (BP) was selected by SCC as its technology partner to provide an Operation Support System (OSS) to help deliver a superior customer experience.

Boss Operations Navigator for Submarine (BON-S) is an OSS solution from BP specifically developed for submarine and terrestrial network operators. It consists of a suite of modules that cover functions ranging from inventory and alarm monitoring to case management. These modules are tied together by intelligent service models that understand the underlying network technologies.

BON-S was deployed to manage the entire SCCN, covering both the submarine and terrestrial domains. It bridges the gaps between network management systems (NMS) and provides a complete end-to-end view of customer services across the network. Alarms can now be managed within the context of their actual impact on customer services.

BON-S also brings SCC's field partners and its central Network Operation Center (NOC) together onto a common platform. Partners can now manage their day-to-day activities on the network on the same platform as that used to manage inventory and alarms. It opens up opportunities for end-to-end process integration.

“Before we adopted the Boss Portal solution, we had a number of disparate OSS components providing key functions, to varying levels of success, to support the SCCN operations. The problem was the tools themselves were not well suited to the specific requirements of a Submarine Cable Operator nor were they integrated. So the value we were getting from the OSS was limited”

- Dean Veverka

Director Network and VP
Operations, Southern Cross Cables
Limited

A World Class OSS for a World Class Network

The recognition by customers through the years is the perfect testament to SCC's commitment to operational excellence — the pursuit of consistency, reliability and efficiency. BON-S has supported SCC by providing distinct competitive edges in each of these areas.

Better Consistency

The centralization and universal accessibility of the OSS has largely eliminated the use of duplicate offline records and proliferation of spreadsheets. The shift of everyone onto a common platform facilitates process standardization. The convergence of information and operation greatly improves consistency by having a single version of the truth.

Better Reliability

Apart from the boost in reliability as a direct result of improvements in consistency and greater level of automation, other advanced capabilities of BON-S, such as the ability to automatically associate alarms with existing cases, as well as to identify other potentially related alarms for consideration, are all part of the OSS's drive to reduce both system and human errors.

Better Efficiency

The standardization of processes and availability of information at everyone's fingertips have allowed process streamlining to a level not possible before. The elimination of double handling and automation of many time consuming manual tasks, such as customer impact determination and inventory record updates, have improved efficiency immensely.

Above all, the transition from a number of point solutions from a multitude of vendors to a single solution from BP has resulted in considerable annual savings for SCC on OSS related operational expenses.

“ *Boss Portal solution provides immediate customer and inventory impact analysis when a network incident occurs from any point in our global network. We can then initiate corrective actions from within the same integrated framework. The process is streamlined and the improvement in operational efficiency is substantial*” says Dean

The Boss Portal Difference

Unlike most other vendors offering full OSS solution suites, our core components were engineered from the start to operate together, rather than through integration with 3rd party or acquired components. The integration between components in BON-S is often more seamless, more tightly coupled and incurs less overhead.

We also recognize business benefits are more fully realized when the OSS is fully integrated into the organization's business processes. Our seasoned consultants are experienced in submarine and terrestrial network technology and operations, and will assist with business process integration and streamlining throughout the project; as opposed to some vendors which solution teams often consist of developers with general programming skills but no specific domain knowledge.

It is our domain knowledge and experience that led to the creation of BON-S, which offers submarine and terrestrial network operators a much closer solution fit out of the box. This translates to lower upfront implementation cost and ongoing maintenance cost.

Our Software

- **Inventory Management with bHive**
Manage the entire network, on-net and off-net assets and maintain end-to-end view of services, irrespective of if the assets are reported by NMS.
- **Fault Management with bAlarm**
Be informed of the potential impact on customer services in real time and let you get on with service restoration immediately.
- **Process Management with bCare**
Centralize management of your network and field force with a universal platform that is setting new standards for operational excellence.



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Boss Portal is a telecommunications software specialist with a breakthrough solution framework that is fundamentally redefining the industry assumptions for B/OSS implementations. Our unified solution is the answer to the predicament of isolated point solutions. Its flexible architecture allows us to rapidly adapt to your evolving needs. We have been nicknamed by our customers the 'Panadol of OSS' for our ability to provide fast pain relief to their 'OSS headache'



*Independent customer surveys conducted by The Nielsen Company, www.nielsen.com.

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