



Implementing Inventory Management for IP Services

EMC Consulting enables companies to accelerate their IT projects by providing experienced consultants for every step in the process—from design through implementation. Industry specialists help align business processes to technology, integrate new platforms, and manage the organizational changes needed to move forward.

Challenge

In the telecommunications industry, managing the inventory of network assets is a critical function in optimizing cost and in delivering high-quality service. Increasingly, network inventory functionality is delivered by commercial off-the-shelf (COTS) vendors. COTS vendor platforms deliver increasingly sophisticated network inventory functionality and continually change to keep pace with evolving technologies. And those changes can stress an IT organization's resources.

When one large telecommunications company launched an initiative to deliver IP-based services to customers, the IT organization found itself ill-prepared to implement the selected inventory management solution. The company engaged EMC® Consulting to implement and integrate the new COTS software with their legacy systems.

Solution

The EMC Consulting team was comprised of individuals with substantial experience in network inventory management and vendor package configuration. The team worked with the client to implement naming standards across the company, to design a domain structure, to develop interfaces between the new system and existing applications, and to migrate legacy data to the new platform.

EMC Consulting expertise and experience enabled the company to optimally configure and implement the new inventory management system. The team aligned and redesigned existing business processes to the new application's model and eliminated many inefficient, manual work steps and hand-offs.

Result

The EMC engagement accelerated the implementation for the new inventory management system and enabled the company to meet its aggressive timetable for the new OSS platform. The company realized significant cost savings as a result of the increased mechanization of inventory processes, amplified accountability of inventory assets, and enhanced the quality of network asset data.

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