

Shared Networks Tanzania



DELIVER AN AFFORDABLE, END-TO-END SERVICE THAT REACHES UNDERSERVED AFRICAN RURAL REGIONS

Based in Tanzania, Shared Networks Tanzania Ltd. (SNL) is a provider of high-speed mobile broadband access services. Its objective is to deliver an affordable, end-to-end service that reaches underserved regions and communities, and to promote ICT development in Tanzania.

Shared Networks Tanzania has adopted an innovative position with regard to its network deployment – it is not targeting end users directly, but instead is offering an affordable service that enables other service providers to leverage its network investments.

While wholesale models have been established in Europe to a certain extent, the concept deployed by Shared Networks Tanzania has some unique characteristics and is totally new in Africa in the mobile telecommunication sector.

Shared Networks Tanzania

CHALLENGES

- ⊞ Ensure that mobile broadband performs to specifications and meets KPIs
- ⊞ Validate the efficiency of network infrastructure for potential network partners and investors
- ⊞ Ensure that Service Level Agreements are maintained, generated and presented with minimum human intervention

Having deployed its network, Shared Networks Tanzania was confronted with two main challenges. First, it needed to be able to ensure that the mobile broadband infrastructure performed according to specification and that its chosen key performance indicators (KPIs) were met. It needed to be able to detect and resolve issues before they impacted or impaired service, as well as predicting capacity demands so that the assets and investments could be optimised.

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Secondly, it needed to attract service provider customers and, to achieve this, Shared Networks Tanzania must be able to demonstrate the attractiveness of its network investments to such customers. This means that, in addition to continuous, real-time monitoring of its network, objective verifiable data on past and current network performance should be available to potential partners. Any service provider using Shared Networks Tanzania’s network must be confident that it is investing its resources effectively.

This is particularly important considering that the wholesale mobile broadband is a new, and hence unproven, business model in Africa. Service provider customers need the confidence that

the infrastructure is sufficiently robust and meets all specified performance criteria before they sign agreements with Shared Networks Tanzania.

To achieve this, Shared Networks Tanzania needed a solution that is capable of providing continuous monitoring of network performance and that is also independent of the underlying network. It required a solution that could provide data for internal consumption and ensure quality levels were met. The solution must also provide data that can be delivered to external customers in order to win new business and ensure that the resulting Service Level Agreements (SLAs) are maintained, as well as be presentable with minimum human intervention.

Shared Networks Tanzania

SOLUTION

- ⊗ Predict or accurately pinpoint outages and bottlenecks in real-time, network wide
- ⊗ Gain exceptional visibility of end-to-end workflows
- ⊗ Deliver detailed reporting on infrastructure utilisation
- ⊗ Enable proactive planning and optimisation of the network
- ⊗ Provision new services

Shared Networks Tanzania selected Polystar's Network and Customer Insights solution to enable the real-time analysis and reporting that it needed to meet internal and external requirements. Polystar's solutions provided Shared Networks Tanzania with both real-time troubleshooting capabilities and a highly sophisticated reporting tool that enabled it to track trends and usage of the network. In turn, this allowed Shared Networks Tanzania to proactively plan and optimise its network.

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With the Polystar solution in place, Shared Networks Tanzania can accurately pinpoint bottlenecks and outages in real-time over the whole network, assuring high levels of service quality. Such data can be used, not only to identify problems when they occur – which leads to faster resolution – but also to predict when and where they might emerge. This predictive element enables problems to be avoided that might otherwise cause significant disruption.

In addition, Polystar's solution provides clear and exceptional visibility of end-to-end workflows. This allows Shared

Networks Tanzania to accurately provision new services for its customers and to ensure that they are fully operational across all relevant network components and the zones covered.

Finally, Polystar's Network and Customer Insights solution also delivers statistical information required for the monitoring of utilisation of Shared Networks Tanzania's infrastructure. This means that Shared Networks Tanzania can provide more accurate invoicing for the services consumed by its service provider customers.

RESULTS

“The trust and the assured network performance delivered will be critical to the future success of Shared Networks Tanzania’s innovative wholesale offer. Thanks to Polystar, that trust is assured.”

Accurate and continuous monitoring of network resources has enabled Shared Networks Tanzania to more effectively manage its own resources and future investments. This increases operational efficiency, reducing costs – and ensures optimised expenditure, saving capital and using resources more effectively.

The accurate measurement and monitoring enabled by Polystar’s Network and Customer Insights solution has also meant that Shared Networks Tanzania can safely and confidently establish performance benchmarks and KPIs for its network and the services that it supports. By tracking KPIs, Shared Networks Tanzania can ensure that it meets performance targets, which directly affects internal costs and avoids any potential penalties that might be incurred through breach of SLAs with its customers.

As a business, the ability to invoice customers accurately and with verifiable data is critical. Service provider partners need to know that they are getting what they pay for and to be able to rely on the information presented. Polystar’s solution has helped Shared Networks Tanzania increase accuracy levels

and avoid any doubt regarding the provision of services, increasing the level of customer satisfaction and trust between all parties. The trust and the assured network performance delivered will be critical to the future success of Shared Networks Tanzania’s innovative wholesale offer. Thanks to Polystar, that trust is assured.

“Our mission to prove a new business model and to enhance ICT development for end-users across Tanzania is entirely dependent on our ability to deliver high-quality network services,” remarked Mr. Adnan Sumertas, Managing Director at Shared Networks Tanzania. “Our partnership with Polystar is helping turn our unique vision into reality, strengthening our business and contributing to national economic development.”

ABOUT POLYSTAR

Polystar enables Communications Service Providers to achieve excellence in CEM, Big Data Analytics, Service Assurance, Network Monitoring and high performance testing. We help operators to simplify their CEM strategies and provide a seamless customer experience across multiple touch-points. Polystar’s real-time network and customer insights uncover a goldmine of data, which yields indispensable analytics to CSPs. Polystar is recognised as one of the fastest-growing companies in Sweden. Since Polystar’s foundation in Stockholm in 1983, we have experienced continuous and sustainable growth, and evolved to a global presence, serving our customers in over 50 countries.

For more information, please visit www.polystar.com

BENEFITS

- Establish, define and continuously monitor KPIs
- Proactively resolve issues before escalation
- Optimise network investments and increase operational efficiency
- Delivery of accurate and verifiable billing information
- Demonstrate new business model and provide foundation for new entrants and service providers to reach underserved communities and users