



# SIGO

Operational  
activities  
management

**Control operations  
efficiently**  
Optimize on a daily basis



# Control operations of your business

In an increasingly competitive market, organizations aim to grow their business typically improving the level of service while reducing costs. Streamline operations and processes are key to gain efficiency and be able to support the constant business developments and trends.

Several maintenance activities of services and resources run daily, in proactive, preventive and reactive ways, which main goals are to respond quickly to business and to ensure service availability.

The number of different activities, interactions and players grows as the ecosystem becomes more complex, highlighting the need to register and document it all in order to enable an effective control of operations and also a continuous process optimization.

It is essential to organize the tasks, control SLAs and centralize the internal exchange of information improving its own quality and reliability.

As a result, quality of experience (QoE) will be improved while building stronger, longer-lasting and more profitable customer relationships, reducing churn.

## Current market



Organizations struggle to maintain a higher level of service as they grow, taking their operations to the limit.

## Challenge



Ensure activities under control even when everything changes on a daily basis.

# Business benefits

- **Real-time feedback and control on work activities**

Register all the information related to the tasks being carried out, ensuring immediate availability for the entire organization.

- **Increase volume and speed of worked tickets**

Correlations, associations, historic, time, human and physical resources, questions and answers all in one place.

- **Improve organizational efficiency**

Centrally control all resources regardless of the work to do.

- **Controlling SLAs**

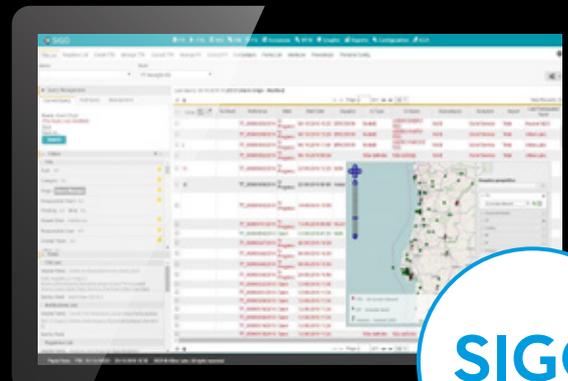
Set up with the appropriate response times and ensure they are met using alerts, notifications and escalation.

- **Strong operational indicators feedback**

Optimize, evaluate or simply share based on past collected information.

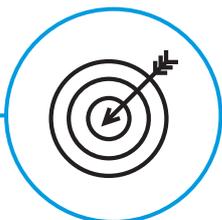
## Centralized and integrated operation management solution.

Evolutionary, Preventive and Corrective Maintenance of all network and service operations



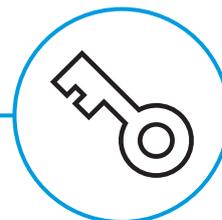
**SIGO**

## Opportunity



Provide simple, agile and dynamic ways to adapt processes, keeping under control.

## Solution



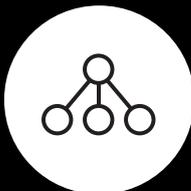
Having a system that offers real-time monitoring of all the work being done with the corresponding SLAs.



# Who benefits from it?

## Key differentiators

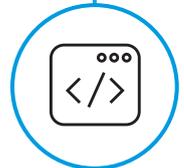
- Widely customizable reports with geographic representation;
- Technology and vendor independent;
- Highly configurable by client;
- Major source of Operational Indicators;
- Strong auditing capabilities;
- Public APIs ready to connect to B/OSS;
- SIGO is part of TMForum certified NOSSIS Suite.



Measure to improve  
Enable optimal efficiency



Reduce operational costs  
Increase revenue



Back office operational and engineering teams



Network/Service Operations Center (NOC/SOC)

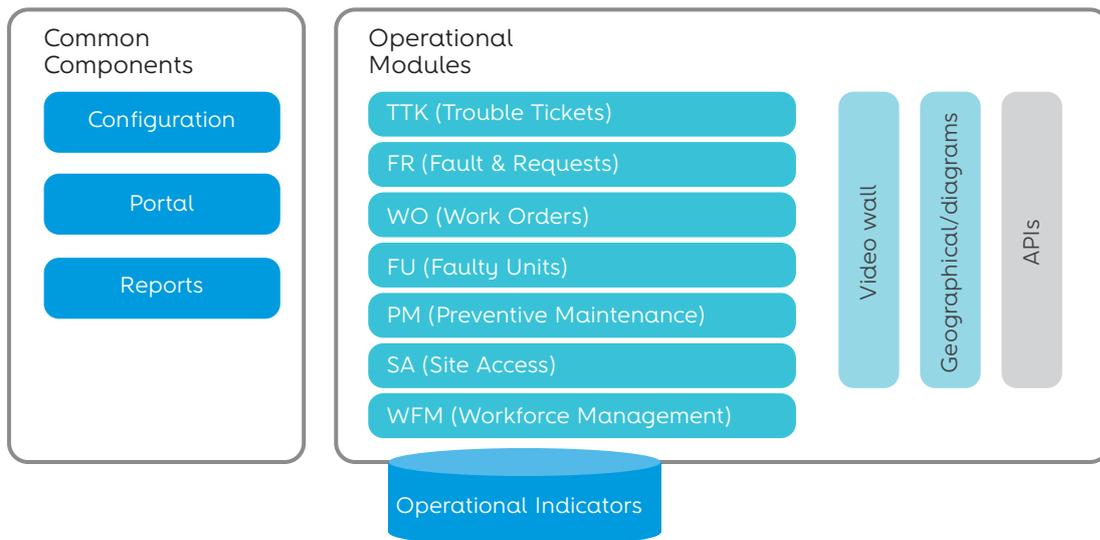


Overall organization

# The architecture

SIGO is based on a scalable architecture, comprising modules for different operational functions, namely managing Problems, Fault&Requests with suppliers/partners, Work Orders, Faulty Units and their lifecycle, Preventive Maintenance, Site Access and Workforce, providing tailored front ends for each one and strongly interrelated.

Being highly configurable enables a continuous adaption to the organization's processes. The integration with other systems is guaranteed by a mature layer of dedicated APIs. All the information registered in SIGO is valued by the several knowledge extraction possibilities.



## Main features



### Management of all operational tickets

- Notifications to involved and concerned parties;
- Historical information;
- Automatic actions.



### User customized reporting

- Choose what, where, when and who;
- Share with others;
- Schedule reports.



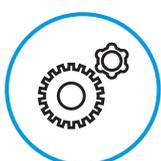
### Team and SLA management

- Control over the composition of teams and their occupancy;
- SLA monitoring with alerts, notifications and scaling.



### Strongly auditable

- Every ticket change is recorded;
- Changes made to the configuration are identified by who and when.



### Highly configurable

- Processes definition;
- Attribute values and their relationships.



### Interfaces to external OSS/BSS systems

- Complete set of APIs;
- Monitoring capabilities.

# Use cases

SIGO can be used in any industry that needs to organize and keep under control its work processes, their teams, SLAs and other resources.

Its technology independent features allows SIGO to be used in several business domains, from telecommunications, power/gas networks to hospitals and large condominiums, for example.



## End-to-end problem management

A customer calls help desk support to complaint about a service problem.

The complaint is sent by the CRM to back office teams operating SIGO, enriching the reported problem.

If a new complaint arrives for another service but with the same root cause, IVR will inform that there is ongoing work in this area (deterrence powered by SIGO).

After solving the problem, customers who were affected are notified.

All the information is registered in the system, in order to obtain problems indicators and, for example, decision aid on future acquisitions.



## Managing relationships with suppliers/partners

It is identified internally a fault in a component of a supplier. After register it in SIGO, information flows between the involved parties (the organization and its supplier) using the existing API or a simple exchange of notifications with all registered information, including SLA expiration alerts.

After agreement to supply a replacement component and the respective installation and validation is done, the fault is closed.



## Change management

Following the expansion of a telecommunications company, it is identified the need to install a new Site. Planning teams records in SIGO all the necessary information and when it ends the planning, the executors are automatically nominated and are created dependent tasks for each identified action, from site surveys to equipment installation. After the work is performed, the work order is validated, therefore finalizing the process.



## Proactive/preventive management

To minimize problems on the network, a telecommunications company draw an annual preventive maintenance plan for their assets. After loading this plan into SIGO, the various teams involved in the routines, perform their tasks registering in SIGO: checklists, collected measures and material costs. After the final verifications, accounts could be audited before closing routine tasks.



## References

### Customers:

- MEO (Portugal), UNITEL (Angola), CVT (Cape Verde), TT (East-Timor), MTC (Namibia)

### Motivation:

- Optimize operational efficiency.

### Application scenarios:

- Engineering and planning teams;
- Network/Service Operations Center (NOC/SOC);
- Overall organization;
- Country Regulators.

### Added value:

- Reduce problems implementing proactive maintenance, therefore minimizing churn;
- Monitor and report human and physical resources, leading to optimization;
- Enhanced operation knowledge base, providing feedback to processes;
- Control over third parties and respective SLAs, ensuring better partnership relations;
- Reduction of rework;
- Contributes to decrease customer complaints;
- Helps increase service availability.



## About Altice Labs

Delivering key telecommunications technologies since 1950, Altice Labs has been shaping the future of technology, enabling Communications Service Providers and Enterprises to offer advanced and differentiated services to their customers and users.

Altice Labs is an innovation and transformation catalyst supported on a strong and dynamic Innovation Ecosystem. Through technology, we are committed to improve people's lives and the way in which companies do business.



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