

# CGI successfully delivers data migration at KPN

Operational support systems (OSS) data migration.

**A** leading telecommunications and ICT service provider in the Netherlands. KPN provides fixed and mobile telephony, Internet, TV and data traffic/management, and the management of ICT services to customers across the Netherlands and Belgium.

## WHAT KPN NEEDED

KPN wanted to migrate Network Administration business processes from an existing inventory system to their highly automated target architecture to increase customer satisfaction and decrease operational cost.

According to Sicco Wiersma who manages Innovation Networks at KPN,

“Simply consolidating everything into a single instance of a COTS application isn’t always something you can realize easily in the OSS world. KPN is constantly looking to optimize business processes and increase automated provisioning. This creates better customer service, lower costs and more revenue.”

When KPN decided to deploy new business-centric operational support systems (OSS), it was important to involve the right choice of technology and business services partners to ensure the data migration was successful.

## THE CHALLENGE

Undertaking OSS/BSS application transformation places high demands on the management of the data migration. The related business processes have to continue without disruption for business to run smoothly.

Aging methods and tools that have their roots in data warehousing are not suited to OSS/BSS critical business application migration. Harnessing the capabilities of new generation software that provide technical and business level agility in your migration methodology can help answer the demands of the telecoms industry, more effectively.

## OUR ANSWER

CGI’s migration approach offers flexibility. It allows incremental business process migrations, where traditional approaches are limited by the technical constraints of the systems.

## CASE STUDY

TELECOMMUNICATIONS & MEDIA

### Benefits

The business-centric OSS data migration helped KPN:

- enable agility and control for their business
- increase automation of business processes
- reduce speed at which errors are resolved
- remove long-associated risks
- minimize disruption and reduce costs of migration.

Critical success factors included a proven and well defined approach combined with our deep understanding of KPN's business and IT environments.

CGI migrated per business process without business disruption. It makes it possible to use bi-directional synchronization. This guarantees process integrity while the data migration is in progress.

The approach uses iterative development so that the chosen solution can be verified early. This contrasts with traditional migration approaches where high levels of investment are required before a working solution may be tested. The risk profile decreases as the project progresses, using real data in progressively mature iterations.

### THE RESULTS

As a result, a business process driven migration was successfully delivered without disruption and with minimal risk to KPN's business.

The goal of increasing customer satisfaction levels whilst decreasing operational cost has been achieved. Due to increased automation, costly and time intensive manual interventions have been reduced from 40% to less than 5%. The turnaround times in the Network Administration business process have been reduced significantly. The added benefit for KPN was the transfer to newer technology, avoiding separate investments purely to remain on supported platforms.

Business process specific network inventory management (NIM) data has been moved from the existing live NIM system, and data copied in real-time to the new live NIM system. The two instances have been kept in real-time synchronization for as long as necessary to support KPN's business processes. All this has been achieved, without any downtime and without affecting day-to-day business.

### WHY CHOOSE CGI

Our industry knowledge runs deep; we have deployed complex programs for major organizations.

*"The project benefited from a strong motivated project team, creation of high quality documentation and use of fit for purpose tooling. These together contributed to a successful OSS migration. In addition, the advantage of using a flexible business process driven approach to the migration was also a significant contributing factor."*

**Tony Spooner**, Enterprise Architect IT  
NL, ETN Optimisation Audit