

European Rail Network Case Study

Rolling out next-generation voice services with EXFO

For this rail operator, the third largest in a major European country, a well-run copper and fiber network is an essential safety tool for both workers and passengers.

To support both safety and customer satisfaction, the network operations team is accountable for providing flawless voice service 24/7.

Yet the team was stuck with an aging legacy voice network, which required continual maintenance and repairs. They were also charged with delivering a next-generation rail telecommunications network that promised to be far more secure and resilient.

CHALLENGE: HIGH OPEX DRIVEN BY HIGH TRAINING AND SUPPORT COSTS

Before EXFO arrived, OPEX was unacceptably high. With a mix of multiple vendors and poorly coordinated equipment use, it was difficult to slow down OPEX growth.

Despite heavy training and support costs, repeat faults and repeat tickets were constant headaches.

The rail company decided to seek a new single-source vendor to upgrade and consolidate their test equipment portfolio.

“With a mix of multiple vendors and poorly coordinated equipment use before EXFO, it was difficult to slow down OPEX growth.”

Challenge

- › Unacceptably high OPEX
- › Key enabler for safety: telecommunications
- › Legacy voice network affecting customer satisfaction

Solution

- › FTB-1 platform with wideband copper and DSL tester and OTDR
- › FIP-420B fiber inspection probe kit
- › EXFO Connect with floating licenses

Why EXFO?

- › Single platform for all testing needs; more efficient training and data management
- › Asset control and visibility for managers
- › Lower CAPEX with floating licenses

Results

- › Rail-specific KPIs (tickets, faults) dramatically improved
- › Reduced OPEX due to plant and resource availability
- › Safety and service indicators up, including mean time to repair.

SINGLE-SOURCE, CLOUD CONTROL SOLUTION FROM EXFO

EXFO provided the network operations team with a solution to increase productivity and decrease initial cost. The solution included:

- › FTB-1 platform with wideband copper and DSL tester and OTDR
- › FIP-420B fiber inspection probe kit
- › EXFO Connect with floating licenses

BENEFITS: PRODUCTIVITY, ASSET CONTROL, AND LOWER CAPEX

With a single platform covering all tests, copper-capable technicians quickly ramped up their fiber skills while easily meeting rail-network-specific copper testing requirements.

With consistent training in place, both internal and contractor productivity increased. Engineers easily create new test configurations—a real benefit when they don't use the testers every day.

With a cloud tracking solution, managers had granular asset control. They track hardware, software (including versioning and upgrades), test configurations, and test reports instantly.

And with license sharing, the CAPEX spending was reduced.

RESULTS: NETWORK KPIs UP, OPEX DOWN

First, rail-specific network KPIs improved significantly. The number of repeat tickets and repeat faults decreased.

Second, OPEX was reduced. With EXFO, every engineer has the capability to run any test, anytime and anywhere. In the past, they had to move plant and resources around, which caused delays and additional OPEX costs.

And most important, the customer is meeting their safety and service objectives. Safety-related incidents are down. And because of better voice service, they have reduced their time to repair on the rail network.

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SINGLE-SOURCE, CLOUD CONTROL FOR INSTANT VISIBILITY



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