

Transforming Fragmented OSS Into a Unified, Real-Time **Service Assurance Platform**

Overview

A global digital infrastructure provider partnered with Momentum SoftServ to modernize its OSS environment, consolidate critical platforms and strengthen service assurance across network operations. The initiative supported a broader transformation to simplify operations after multiple acquisitions and technology transitions, while creating a unified foundation for future AI-driven network operations.

The Challenge

Acquisition-led growth had created a fragmented OSS landscape across fault, performance, CRM and inventory systems. This made it difficult for the client to gain a unified operational view, manage SLAs proactively and reduce dependency on legacy and external platforms.



Fragmented OSS platforms across fault, performance, CRM and inventory systems



Reactive monitoring and duplicate alarms causing slow RCA and SLA risks



Inconsistent reporting and higher costs due to legacy tools and external dependencies

The Objective

The client wanted to move from fragmented, reactive operations to a more unified and proactive service assurance model. The focus was to improve control, standardize visibility and strengthen customer-facing service performance.



Unify OSS operations for real-time, proactive service assurance



Consolidate platforms to reduce dependencies and improve operational control



Standardize reporting and visibility to improve SLA compliance and customer experience

Our Solution

Momentum SoftServ delivered an OSS modernization program focused on service assurance, real-time analytics, platform consolidation and operational independence.

The solution centralized alarm management, fault correlation and real-time visibility across IP, Ethernet and Optical services. It also migrated Asia performance monitoring from Infovista to Accedian Skylight to enable streaming telemetry, proactive SLA monitoring and standardized customer reporting.

Momentum further simplified the OSS landscape by moving CRM to Oracle Siebel, consolidating inventory into cloud-based Amdocs and integrating inventory, fault management, service resolution, billing and operational workflows.



Business Impact

The transformation improved speed, cost efficiency, service visibility and future readiness.



Faster operations:

50%+ less alarm noise and 60—70% faster issue detection



Improved NOC productivity:

Reduced MTTR and manual intervention



Lower cost:

Multi-million-dollar savings through platform consolidation



Better customer experience:

Stronger SLA compliance and consistent reporting



AI-ready foundation:

Unified OSS architecture for future service assurance