

Smart Networks – Fixed Line

The Company

The Customer is a leading mobile operator in Indonesia with a successful track record of launching innovative wireless and mobile products. The company has invested in building a state-of-the-art mobile phone network complimented and served by a robust fibre backbone. It was this network that they wanted to serve retail and corporate markets with high-speed, high capacity, secure, reliable broadband services.

The Problem

Being a mobile operator, the natural instinct would be to connect wirelessly. They struggled to build a business plan that would allocate the correct resources and delivery processes to address a fibre connectivity roll out to both residential and commercial properties.

To their credit, they quickly recognised their knowledge and skill shortage and looked to rectify these issues in a fast and meaningful way which would allow them to launch products to market quickly whilst also nurturing and up-skilling their internal resources.

The Solution

PCCW Global's business consultancy arm GDS were able to partner within the operator to identify and train their people to become capable of delivering this project one time and on budget. The GDS team also designed specific processes which covered activities from procurement to site surveys.

The GDS team have extensive experience in launching fibre services across Asia, and so were able to guarantee a rapid provisioning process with improved delivery speeds and contracts maintenance to ensure the very highest service standards and customer satisfaction rates.

To ensure a smooth handover to the local teams, PCCW Global built and managed its fibre NOC which they ran collaboratively in partnership for the first year.

The Result

All this was delivered by only five consultants from GDS which minimised costs for the customer and optimised the level of engagement with its staff to ensure they acquired the skills necessary needed for a seamless handover.

PCCW Global assist Indonesian operator to rapidly develop and launch high speed fibre broadband services.