**AssureNow**

## Monolith Helps open eir Connect with its Expanding Network

### BUSINESS NEED

Headquartered in Ireland, open eir is the network and wholesale division of eir, the largest telecommunications provider in Ireland. Open eir (www.openeir.ie) provides communication services with open access to its nationwide fixed network, products and technical expertise. Approximately 400 staff work 24/7 to ensure the fiber network, which passes 1.6 million homes and businesses in cities, towns and villages across the country, works at a superior, consistent level. Previously, open eir operated under three different business functions: internet technology, fixed-telecommunications and mobile. Each utilized different systems, processes and people. A decision was made to evaluate its current software platforms. open eir concluded it needed to combine its business segments under a single, unified platform to improve functionality and efficiencies.

### SOLUTION

After an open, competitive process, open eir determined that Monolith Software was best suited to assist in the transition. Monolith evaluated the company's current software platforms, including NetCool, SMARTS and InfoVista. After a review, Monolith recommended retiring all three systems and replacing them with a single AssureNow implementation.

"You're no longer constantly running around fighting fires. We're actually now at the stage where we are testing new applications and enhancements. It has had a huge impact on our company morale. People feel we are in a far better place than we were three years ago." - Allan Rochford, Director of Service Management, open eir

The project consolidated more than 70 diverse service management software tools across across open eir's fixed-line, mobile and IT network businesses into a single, unified platform service operations center.

AssureNow allowed open eir to evolve its bundled services, accommodate its customers' broad range of technology applications and increase visibility to service impacts – all under

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one platform. The unified system also gave open eir the ability to consolidate its three-different service/management centers, spanning five sites, into a single location.

## RESULTS

The fully incorporated, single-database AssureNow implementation supports open eir's full network of approximately one million fixed customers, 1.4 million mobile customers, and 50,000+ network devices. With the implementation of the unified service assurance solution from Monolith Software, open eir significantly decreased network management costs and increased productivity – transitioning 114 staff members down to only 49 FTEs, and consolidating almost all software systems into one platform.

The platform transition provided delivery of a premium service level agreement (SLA), and target levels have been consistently exceeded since implementation. The company has seen a substantial improvement in major incident management KPI metrics – reducing to only four major incidents a month; a 75 percent decrease compared to previous years.

Consolidating the views into one dashboard has also helped open eir employees easily monitor the network and stay abreast of issues and outages. "Customer satisfaction surveys have indicated an improved customer perception of service management," said Allan Rochford, director of service management for open eir. "This has been a far better experience for our customers, for our operational team and for our employees."

Meeting the demands of a growing network, open eir has recently launched numerous new services – all under the AssureNow platform. The company was the first in the country to market QUAD play bundles and fiber-to-the-home, significantly increasing product offerings to customers.

### ABOUT
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**Monolith Software**

Monolith Software provides a next generation, service assurance solution that unifies fault, performance, topology and service level management in a single scalable platform. With Monolith AssureNow™, you can drive IT and OSS transformation to service-oriented operations and accelerate delivery of new services to increase revenue, while consolidating disparate and legacy tools to significantly reduce operations costs.
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**open eir**

open eir builds and manages the largest wholesale telecoms network in Ireland. Every day, it works to connect hundreds of Irish homes, businesses and communities to its high-speed fiber broadband network. The fiber network now passes 1.6 million homes and businesses in cities, towns and villages across the country. open eir is committed to extending high-speed fiber to the home footprint in rural Ireland by connecting an additional 300,000 homes and businesses to speeds of up to 1,000Mb/s by 2020, transforming how those communities work, learn, live and play.

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"With the implementation of AssureNow, we are no longer toggling between different software systems. We now have far better visibility of what's happening in our network."
- Allan Rochford, Director of Service Management, open eir

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