



Case Study

Optimizing the 5G enterprise network experience through accelerated wireless deployments

About the customer

A North American Tier-1 mobile network operator with over 110 million subscribers sought to invest in new spectrum as part of their process of deploying ultra-capacity 5G, while also expanding LTE capacity through large-scale construction and integration activities.

The challenges

Low data transmission rates, high communication lags and insufficient capacity caused by increasing user demands, together with the release of many new IoT devices, are combining to create increasing difficulties serving customers in retail locations.


The solution

Amdocs was selected to implement a turnkey deployment solution that accelerates rollout of 5G small cell enterprise nodes across all the operator's North American retail outlets. Amdocs' deployment and project management teams deployed over 1,000 wireless small cell enterprise nodes in commercial locations, ranging from standalone retail stores to strip malls and large indoor mall retail environments.

With hard cost management backed by on-time, on-budget deployment, Amdocs Deployment and Project Management teams ensured maximum efficiency across the rollout, with the delivery teams leveraging Amdocs Network Workflow Management support systems to assume end-to-end deployment responsibility, and ensuring the operator remained constantly updated on the latest program projections, including key KPIs that drilled down to the highest levels of accuracy.

Meanwhile, vital data provided by support systems enabled engineers to engage in every aspect of the deployment process, including site review and design, site development, integration, launch and monitoring. Automated processes tracked key milestones which enable engineers to strategically focus on areas specifically requiring attention, thereby guaranteeing accuracy, efficiency, and scalability.



<p>Site review and design</p> 	<p>Area design requirements are reviewed and a site visit is performed to validate coverage-limiting issues and installation requirements. The design is finalized and all databases are updated with system requirements.</p>
<p>Site development and entitlement</p> 	<p>Site development teams work with the appropriate groups to obtain the proper entitlement, lease and easement agreements required to complete the project.</p>
<p>Installation and integration</p> 	<p>Field engineering teams install all system components, perform system verification checks and work with the integration engineers to fully integrate, troubleshoot and call test the system in preparation for customer use.</p>
<p>Post-launch KPI monitoring</p> 	<p>Once the system is ready for use, sophisticated hourly/daily monitoring of cell performance post-launch ensures all KPIs are at their optimal levels.</p>

Key business results

The new 5G enterprise nodes enabled the operator to deliver a differentiated approach to providing ultra-capacity 5G experiences, enabling customers within retail environments to enjoy increased data speeds in excess of 300 Mbps.

Service differentiator

Amdocs' ability to deliver a turnkey solution ensured a lower deployment cost, with projects delivered on time and with high performance.

For help accelerating your enterprise network, reach out to [Amdocs Network Marketing](#).



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.3 billion in fiscal 2021.

For more information, visit Amdocs at www.amdocs.com