



Industry/market  
Telecommunications

## Case Study: New Product Introduction

### The Problem:

Multi-Operator Core Network (MOCN) is a EUTRAN sharing feature which allows 2 operators to share the radio access part of the network. Market pressure from other vendors forced the client to commit to providing a MOCN solution in the field ahead of it being GA (Generally Available). The client's product team were not able to set up any R&D test lab to mirror the system being deployed to de-risk the deployment.

### Project: MOCN for a Network Operator in Brazil

#### Impleo's solution:

Using their back office support system and an ePC from a flight case solution, the Impleo team built a representative model of the 2 core networks and shared RAN. Working with the client's R&D /Feature Owner, the team implemented the MOCN capability and began to verify the functionality in the lab, initially following the recommended "sunny day" test scenarios, then introducing more realistic "real world" scenarios.

#### Why Impleo?

Impleo had the drive to pull together the necessary platforms to build a representative test environment. In addition, they understood the criticality of providing a robust solution into the field and using their knowledge of trial deployments came up with a number of use cases. Testing with "real world" scenarios identified weaknesses in the release which were fixed before the product went into the customer's network. Impleo developed supplementary documentation and guidelines for the local engineers, which allowed them to introduce this feature into the networks rapidly without needing to read through a large amount of documents to get to the key data. Impleo also provided remote support throughout the NPI (new product introduction) period, supported regular status meetings, resolved field issues and drove R&D to provide timely solutions. Following on from the initial project, one of the client's operator partners in Italy requested to see the MOCN feature, as well as several others, verified in their labs in Italy. Impleo supported this activity, training local engineers on the feature and also sent one of its engineers to lead the MOCN part of the testing.

#### Benefit/ROI

The client was able to successfully introduce the new product to meet the project timescales. The "real world" testing provided a more robust solution, which resulted in fewer incidents being reported thus improved customer satisfaction. Impleo helped improve efficiency and reduce timelines by providing the key configuration changes and parameter settings in a "cookbook" format enabling the deployment teams to quickly set up the eNBs that support the feature and meet the completion date for the project. With Impleo providing support on the second trial the client was able to leverage the experience through on the job training and knowledge transfer.