

Swisscom Expands Autonomous Networking With Netcracker for B2B Domain

Netcracker's Strong Partnership and Unbroken Delivery Track Record Drives Increased Efficiencies and Reduced Costs Through Automation

75%
faster time-to-market

30%
reduced IT cost savings

25%
fewer incidents after changes

Executive Summary

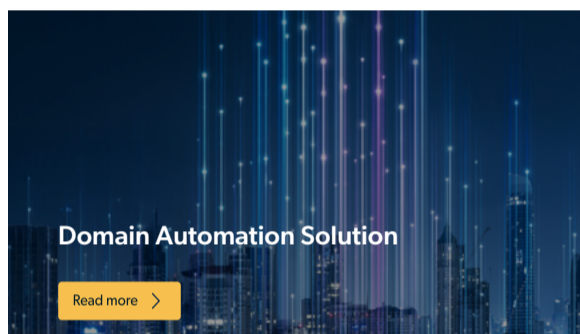
Netcracker and Swisscom embarked on an ambitious transformation program encompassing network and IT to define a path to autonomous networking across the company. The approach decomposed Swisscom's OSS into many smaller autonomous operational domains based on the TM Forum ODA framework.

Using Netcracker's Domain Automation solution, IP Transport was the first domain to be fully modernized and automated, incorporating advanced intent-based Service Orchestration, real-time Resource Inventory and AI/ML. The cloud-native solution brought numerous benefits to Swisscom, including shorter time to market, increased service stability, cost reductions and improved efficiencies.

"With the proven achievements of Netcracker's Domain Orchestration solution in other areas of our business, including underlay, access and cross-domain, we are confident that we can extend the platform to support our critical Business WAN. We are happy to have Netcracker alongside us as our trusted partner for this important endeavor that will further our autonomous networking program and goals."

Marius Stricker, VP & Solution Manager B2B Telco at Swisscom

Netcracker Capabilities Deployed



Building the Foundation for Digital Leadership

Swisscom is the leading ICT company in Switzerland and, with Fastweb + Vodafone, the strong #2 operator in Italy. The company offers mobile, Internet and TV, as well as comprehensive IT and digital services to B2B customers.

Operational Domains, Reimagined: ODA-Driven Automation Blueprint

Using Netcracker's Domain Automation solution, IP Transport was the first domain to be fully modernized and automated, incorporating advanced intent-based Service Orchestration, real-time Resource Inventory and AI/ML.

Swisscom and Netcracker further innovated with the creation of a domain automation blueprint to maximize tool sharing, best practices and standards across all domains. In addition, offering IT-as-a-Service allows domain teams to rapidly modernize and deploy additional domains to deliver efficient replication and scale across the organization.

Quantified Business Impact Across Operations and IT

The automation of Swisscom's network domains is a major achievement that has resulted in many improvements across network and IT, including shorter time to market, increased stability and cost reduction.

Swisscom's Successful Creation of Autonomous Network Domains to Accelerate Growth and Maximize Agility



Netcracker and Swisscom won the TM Forum Excellence Award for Pioneering Autonomous Operations Program.

The joint entry recognized Swisscom's groundbreaking operations transformation, which created more value for its customers and shareholders and dramatically improved service delivery times.

"We've worked closely with Netcracker for years, and our bold transformation approach and proven success with the IP Transport domain is creating the path for autonomous networking company wide. With modular architecture and IT-as-a-Service, we're accelerating domain and cross-domain automation to bring agility and efficiency across our business."

Rudolf Strijkers, Enterprise and Security Architect at Swisscom

From Success to Scale: Swisscom Deepens Partnership with Netcracker

Swisscom has extended and expanded its partnership for a new engagement focused on consolidating its IT systems onto Netcracker's industry-leading domain orchestration platform to support the operator's B2B line of business.

Building upon this success, Swisscom has selected Netcracker Domain Orchestration to automate several other domains (including LAN, Mass Connectivity and GPON). By leveraging Netcracker's platform, Swisscom will benefit from improved IT efficiencies, lower costs attributed to establishing a joint central DevOps team to manage the platform and the move to a TM Forum ODA-compliant architecture based on operational domain management.