



BUILDING CONNECTIONS

How New Zealand's primary infrastructure provider is delivering ultra-fast broadband with the help of GE

Chorus—New Zealand's largest telecommunications infrastructure company—was awarded two major government-sponsored projects:

75%



Ultrafast Broadband Initiative (UFB):

Connect 75% of New Zealanders to ultrafast broadband by 2020

93%



Rural Broadband Initiative (RBI):

Enable fiber-based connections to 93% of rural schools and extend broadband to remote communities

Challenge

With much of its network design and build activities outsourced to other companies, Chorus faced unique **network management, inventory, and data quality challenges.**



Need

To meet government-imposed rollout dates and reporting requirements, Chorus recognized its existing physical network inventory (PNI) and operational support systems (OSS) needed to be **improved and extended.**



Solution

Integrated Inventory

Chorus' Smallworld PNI system was integrated with the service order management system, Nokia's FlowOne, to automate and expedite requests for service.



Results

Orders are now processed, instructions issued to field crew, and service is activated with minimal manual interventions and handovers.

- ➔ FTTH connection details from Smallworld provide **quality PNI records**
- ➔ **Public-accessibility to these records** let customers know when UFB is available for order
- ➔ **Less time spent clarifying** which customers connect to which distribution points has resulted in greater technician efficiency in the field
- ➔ Less time spent on records clarification has resulted in **faster install times**
- ➔ **Improved fault resolution** and asset maintenance



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