



# BUILDING CONNECTIONS

HOW NEW ZEALAND'S PRIMARY SERVICE 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.

► **Both initiatives require significant network design and build.**

## 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.

**To succeed, Chorus aimed to:**



Automate its fiber to the home (FTTH) network deployment process



Implement several process and management improvements

## SOLUTION: HOW GE IS HELPING CHORUS BUILD CONNECTIONS



### Integrated Inventory

Chorus' Smallworld PNI system was integrated with the logical inventory system, Comptel Fulfillment, to automate and expedite requests for service.



### Network Build Management

The deployment of iTools was extended to manage overall processes and control the flow of information between key systems.

## 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

Status updates of each premise are aggregated and managed within the same iTools environment.



- Obligations for weekly reporting against design, build, and operational KPIs met
- Forecasts are synchronized with physical inventory
- All quality, health, and safety incidents monitored

Learn more about how you can work with **GE to achieve your network goals.**

### About GE

GE's network inventory software portfolio provides telecommunication service providers and utility companies with network inventory solutions that manage the complete end-to-end visibility of their telecoms networks providing valuable insights to enable more efficient management of their operations. Further automated planning and design of broadband networks enables operators to roll out new network infrastructure faster and at a lower cost due to efficient network layout.